

Happy Hounds Herts



Terms and Conditions - General

1. All clients will be deemed to have accepted Happy Hounds Herts terms and conditions (as laid out here) on signature of the contract/Information Form.
2. Happy Hounds Herts will not confirm any booking until a consultation has been carried out with the client and the contract, with full details of client requirements, has been signed by the client.
3. A deposit of 50% will be required to confirm Dog Boarding, payable on booking. Full payment for services (agreed either at time of booking or subsequently) is to be made before services commence or, by the date specified at the consultation via cash or bank transfer. We do not accept cheques. Day care clients may pay monthly in advance via cash or bank transfer. Walking dog clients must pay on the Monday for that week's walks or cash on the day. We will not accept payment in arrears for any service provided.
4. Happy Hounds Herts reserve the right to charge a late payment fee of £5 per day if payments are not paid on the date due.
5. The client must provide all items necessary for pets to be adequately cared for in the client's absence. (i.e., food, medication, tags, collars, cat litter etc.). Should pets require any additional supplies whilst in the care of Happy Hounds Herts, these will be purchased and added to the invoice.
6. The client must provide Happy Hounds Herts with the name and contact number of someone capable of making a decision relating to the pet(s) in an emergency. If the contact is not available Happy Hounds Herts reserves the right to consult with a veterinary surgeon and then make a decision which is in the best interests of the animal.
7. The client is responsible for any veterinary bills, no matter how they are incurred, whilst pets are in the care of Happy Hounds Herts.
8. Happy Hounds Herts must be alerted to any behavioural problems with their pets at the time of booking. Failure to do so may result in additional charges or cancellation of any future contract.
9. Although Happy Hounds Herts holds Public Liability insurance, wherever possible pets should be insured by the client. Happy Hounds Herts reserves the right to refuse a booking for any animal which is not insured.
10. Happy Hounds Herts will care for your animal as you would, and whilst we will make every effort to ensure your pet is well looked after in your absence, Happy Hounds Herts cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.
11. Price changes- Prices will be reviewed annually and amended if required. We reserve the right to adjust our prices at any time if deemed necessary. All clients will be notified of any changes.

12. All clients will be made aware of any current resident dogs and will agree to a slow and gradual introduction between these dogs. No boarding/day care dogs will ever be left alone with resident dogs in the same room /area whilst unattended.

13. Boarding and day care dogs may be left for up to four hours. This is highly unlikely to occur but may happen in an extreme circumstance.

Terms and Conditions - Services

1. Cancellations - for cancellations of walks/day care/home visits, for a period of 1 week or more, one month's notice is required. For cancellations of 1 or 2 days' walks/day care/home visits, a week's notice is required. If the required notice is not given charges will be applied in full for the cancelled period.

2. In the event of Boarding cancellations that are notified to us 14 days prior to the start of the booking period, all fees less the non-refundable deposit, will be refunded, or held over for subsequent bookings.

3. Boarding bookings that are cancelled 14 days or less before the start date of the booking, will require a further 25% payment for services.

All bookings cancelled within 48 hours will be payable in full.

5. All dogs being walked or in day care must be fully vaccinated and on a regular flea and worm control regime.

6. All dogs being walked or in day care will undergo a trial period to ensure that they are adequately trained and socialised.

7. Happy Hounds Herts reserves the right to cancel the contract at any time & with immediate effect if the dog does not respond well to the family and/or other dogs. If your dog becomes destructive or barks excessively during its board it will be moved to an alternative carer or to a kennel. There will be no refund of the boarding fees you have paid or are owed to Happy Hounds Herts and any additional fees charged by the kennels will be payable by you.

8. All dogs will be walked on a lead unless prior agreement has been reached with Happy Hounds Herts and consent has been signed.

9. We will apply personal judgment and cut short a walk if necessary because of extreme weather conditions (i.e., heat, thunder storms) for the safety of both the dogs and ourselves.

10. Happy Hounds Herts does not accept any responsibility or liability for any client's animal that escapes or becomes lost or injured, fatal or otherwise, when instructed to leave the client's animal in a fenced area, or in the home with an unlocked cat flap.

11. Happy Hounds Herts will clean up after your pets to the best of their ability. Please inform us of the designated area for the appropriate cleaning supplies. Happy Hounds Herts are not responsible for carpet/ flooring stains created by your pet(s).

12. Happy Hounds Herts will make adequate steps to ensure your home is safe and secure in your absence, however Happy Hounds Herts cannot be held responsible for any burglaries or accidents caused by your pet(s).

13. Although all durations and times stated will be adhered to as rigorously as possible they are approximations only. Any Day care dogs being collected by Happy Hounds Herts will be collected between 8am and 9am. Subsequently the drop offs at the end of the day will be from 5pm to 6pm.

14. Day care dogs being dropped off to HQ must arrive between 8am and 8.30am. Subsequently these dogs need collecting by 5pm. (Unless prearranged and at an extra charge)

15. The right is reserved to re-home any pet not collected within 14 days of the date arranged if no communication is received from you and reasonable efforts to contact you have failed. In the event, we deem it necessary to re-home your pet due to abandonment, all fees shall be payable by you up to the point of re-homing. A £150 rehoming fee is payable by you for re-homing your pet and a report shall be filed with the appropriate authorities.

Terms and Conditions - Aggressive Animals

1. Happy Hounds Herts will not accept any aggressive animals.
2. The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc.) if the client's pet(s) should bite another animal or person.
3. Client agrees that on booking services for their dog(s) that they have represented that the dog(s) to have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the client agrees to contact the provider as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or pet(s).
4. We will not walk unruly or untrained dogs.
5. If the client's dog(s) whilst being walked or boarded shows aggressive tendencies towards Happy Hounds Herts or their family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that the service is terminated with immediate effect and the pet is to be returned to the location where it was collected or moved to a kennels facility

Terms and Conditions – Miscellaneous

1. On occasion Happy Hounds Herts may have a family member or friend accompany them whilst providing the scheduled services. No costs will be applied to the clients account for any assistance the companion provides.
2. Happy Hounds Herts regularly takes photographs of client's animals for posts on their website, social media and related promotional sites. If you have any concerns regarding this or would like to opt out of this then please make this clear before signing this agreement.
3. Happy Hounds Herts reserves the right to have an agreed period of time off for annual leave. In this instance, you, the client will be given a minimum of 1 months' notice.
4. **Damage to Property**
Your dog must not be known to chew, scratch or destroy furniture or house fittings under normal circumstances. Should your dog's behaviour become uncontrollable, destructive or unreasonable, you accept that he/she could be placed in a dog boarding kennel at your own expense until your return and will be subject to a £20.00 transfer charge.
Any damage caused by your dog will need to be paid for by you, the client other than normal wear and tear.
5. If the client wishes to provide equipment such as Head Collars, Leads, Harnesses etc these must be in full working order with no signs of wear and tear. If Happy Hounds Herts deems the chosen equipment to be unsuitable we will decline to use it and will inform you. Please note we will not use any type of flexi lead.
6. Clients must provide Happy Hounds Herts with a key to the property (that has been checked and works) or left in a key safe with the relevant code provided. Any house alarm code must also be disclosed and a demo run given.

PLEASE SIGN

OWNERS NAME PLEASE PRINT

