

OUR BUSINESS TERMS & CONDITIONS

1. OUR PROCESS FOR NEW CLIENTS

Before we consider a dog for any of our services, we must carry out detailed assessments to ensure your dog is compatible with our resident dog and all our regulars.

As humans we have a tendency of expecting too much from our dogs and expecting all dogs to get along, but in reality some do not. Most dogs start out dog-social or interested and are happy to engage with a wide range of other dogs when they are puppies however like us, as they mature, many dogs become more selective and in many cases less tolerant of other dogs in general, particularly with younger dogs, and in my experience, highly excited or high energy dogs. Only a tiny percentage of dogs remain highly dog-social throughout their lives.

For any new dog joining our service whether as a regular boarder or on an ad hoc basis, they will need to go through our 7 step assessment programme:

- * initial enquire via a telephone appointment
- * meet and greet on neutral territory with my dog for a walk
- * dog registration at my home where your dog can become familiar with my home environment and meet my dog again and depending on the day our regular boarding guests
- * morning day care assessment (chargeable)
- * full day care assessment (chargeable)
- * overnight assessment (chargeable)
- * holiday boarding / day care (chargeable)

1a. OUR PROCESS FOR DOGS WHO PREVIOUSLY HAVE USED OUR SERVICES.

All dogs who have not used our service for over 18 months will need to go through our new assessment process again, as behaviours change & the dynamics of canine group will have changed too.

The assessment will allow us to observe the dog's behaviour and to evaluate whether they are compatible with us, with our resident dog and others who may be boarding, and whether they are happy in a new environment.

We want all dogs to have a positive experience with us. In my experience dogs will behave and cope differently in the absence of their owners and in a new, unknown environment, even if they have boarded elsewhere.

Your dog will need to pass each assessment successfully in order for me as the licence holder to approve any booking. Thus, it is important for you as an owner to consider starting a process with us at least 3+ months in advance. Please be aware that any first holiday booked with us will also be included as part of the assessment process. Dogs' behaviours may change between our overnight assessment and their actual arrival for boarding.

Where this is not possible, we may ask you to bring your dog for its first overnight assessment when our regular dogs are using the service. If your dog can cope with a sometimes heightened excitable high energy often busy environment without you the owner for 24hrs then we will proceed with a booking. However please note we do have many sessions of quiet time too, so our dogs can rest and recharge.

If your dog SUCCESSFULLY passes all its assessments a booking form will be sent to you, the owner. Please see **SECTION 3.** which contains information about my charges and how & when to pay and my cancellation policy.

All Assessments will be shared with you when you pick your dog up.

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If the trial is not successful, I will destroy your dog's registration records, only retaining necessary information for our licence conditions.

2.REGISTRATION

During the registration we will discuss: Medical/Vaccinations, History, Behaviours, Enrichment & Exercise, Food & Diet, Boarding details. Under regulations we require a number of consents from you the owner, in order for us to board your dog. Aside this form there will be other forms you need to fill in and sign. We look at each dog holistically. Please bring your dog's Vaccination card & insurance details with you. Although we do not accept dogs who were born abroad, if your dog has travelled abroad with you, we will need to see their passport too & vaccinations. It is, you the owner's responsibility to provide comprehensive details about your dog, and to be completely honest about any traits, vices or behavioural problems, both positive & negative (however small). We rely on this information to be able to manage any issues and provide a good experience and quality of service for your dog. Any misinformation may jeopardise your dog's stay with us. As we live in a built-up area, we cannot take dogs who excessively bark or whine, or suffer from hyper separation anxiety, as it is inconsiderate to our neighbours. We also do not take dogs who mark their territory or are aggressive. **SEE SECTION 4** . We are experienced dog handlers but not qualified trainers or behaviourists; so, we will do our best to manage any situation or issue that arises and will source guidance from other professionals if necessary. We may need to contact you or any previous boarders, if your dog exhibits any behaviours not previously disclosed.

3.BUSINESS HOURS, CHARGES, BOOKINGS, CANCELLATIONS

'OPEN TO THE PUBLIC' HOURS

We are very happy to welcome you and your dog/s for boarding sleepovers by mutual agreement. Phone calls and messages may not be answered after 8pm, but we will do our best to always respond to you within 24 hours.

DAYS OF BUSINESS

We are open throughout the year, though we will take holidays and breaks myself for up to two weeks per holiday during the year. We will inform my regular clients of any holiday's dates in advance.

DAILY RESTRICTIONS (NUMBER OF BOARDERS & DAY BOARDING DOGS)

My boarding licence dictates that I can only board up to 4 dogs on any given day, though I prefer a smaller group. We operate on a first come (booking fee paid), first served basis. Should we be at capacity, we will try to suggest other licensed boarders or direct you to my business owner networking group on Facebook.

CHARGES

Currently:

Assessments : £20 = ½ day session £25 = full day session £30 = overnight session

ADULT DOGS SLEEPOVERS : £30/ night for one dog. £45/ night for two dogs' same household

DAY CARE : £25 per dog/day

Should you have over two dogs from the same household, we can offer a pet sitting service in your own home as an option.

LAST DAY BOARDING / COLLECTION

All dogs must be collected at a mutually convenient time and will be charged accordingly.

Pick up before 1pm will be charged at £15

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Pick up before 6pm will be charged at £20
Pick up after 6pm will be charged at £25
This will be need to be paid upon collection

PLEASE TELL US IMMEDIATELY IF YOU ARE STRUGGLING TO COLLECT ON TIME OR YOUR TRAVEL PLANS ARE DELAYED

We do not offer a drop off or collection service for boarding.

PAYMENTS

I accept cash payments or payments by BACS. You will receive my bank details via text or WhatsApp.

Please note: We do not charge more for Bank Holidays.

HOLIDAY BOARDING & OVERNIGHTS

At premium times such as school holidays, particularly Easter, during summer, & October ½ term, is an exceptionally busy time for us, so we recommend that you confirm any dates for boarding as soon as possible. *Bookings are not confirmed until the booking fee has been paid.* We cannot hold bookings without a booking fee.

BOOKING PROCESS FOR BOARDING

When dates are requested for boarding, to secure your booking we require a booking fee to be made within 28 days before commencement of booking.

PAYMENT FOR OVERNIGHT BOARDING ONLY

A non-refundable booking fee of 50% is required to confirm a booking and hold a space. Full payments for the booking must be made 7 days prior to arrival or at drop off (Cash, or BACS payment online as noted on your booking fee form.)

Late payments will jeopardise your booking, and you may need to source an alternative option. We will send you a courtesy message up to 2 days before your outstanding payment or booking fee is due. We do not chase owners for payment, so therefore if we have no response from you, nor payment, and the required date for securing or fulfilling a payment passes then we will release those dates to other owners, and you will lose your booking.

If there is little time between booking and the date of arrival we will require the entire balance at time of booking.

CANCELLATION POLICY

Please note that the booking fee is non-refundable, unless I cancel your booking. Cancellation within 13 - 7 days' notice, will be charged at 50% of the remaining booking cost.

Cancellations within 7 days' notice of your arrival, I reserve the right not to refund you. We will not transfer any cancelled booking to a future booking either, so please do not ask.

Please ensure your travel insurance covers any unforeseen cancellations that may have a knock on effect on your dog boarding with me.

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DAY BOARDING / DAY CARE

We will confirm a booking via WhatsApp or text, stating the requested day, times and adding our banking details for BACs transfer, for new customers. You will need to pay for day care one day before arriving. This is a non-refundable service should you cancel.

Short notice bookings will be considered if we have allocation and we have boarded your dog before. The fee will be expected to be paid before the stay.

Spaces for day boarding are limited. We will only agree to a date if we have space.

ADDITIONAL CANCELLATION POLICY

Cockerill Pet Services should not be expected to suffer the financial loss of cancelled bookings for circumstances which occur outside of my control. Therefore, I respectfully request that, in the event of a cancellation made by you as described below, that you please do not ask for a refund or a transfer to another booking.

For clarity...

Any payments you have made to secure a booking, (whether it be booking fee or full amount,) are non-refundable and non-transferable to another booking in the following instances:-

* You cancel your booking.

* I have to cancel your booking (either prior to, or during your dog's stay) if:-

- a) your dog exhibits unsociable/unacceptable behaviours.
- b) your dog is due in season or comes into season, expectedly or unexpectedly.
- c) your dog has an Infectious Health Problem.
- d) your final balance payment is not paid on the due date prior to your dog's stay, and I cannot extract a satisfactory response from you.
- e) you are not transparent about your dog's behaviour or medical conditions
- f) you fail to agree to pay for any professional cleaning or damages
- g) you cancel the booking because you do not or no longer agree with my business's terms/service agreement, if changes are necessary or being made due to sudden anomalies, including any medical conditions, or intake of medications, negative changes in behaviours

(see Section 4 : Unsociable/unacceptable/destructive Behaviours. Section 6: Health & Welfare. Section 7: Unneutered Dogs, Females in Season)

If I am unable to fulfil your booking prior to the commencement of your booking (due to an emergency situation my end) I will endeavour to ensure you are contacted as soon possible in order that you may be able to make alternative boarding or daycare arrangements. The booking will be cancelled, and you will be refunded in full.

If I am unable to continue boarding your dog (due to an emergency situation my end) whilst your dog is staying with us, your Emergency Contacts will be contacted to come and collect your dog for the remainder of your booking. The booking will be cancelled, and you will be refunded for the remaining days I could no longer board your dog.

4. UNSOCIABLE/UNACCEPTABLE BEHAVIOURS

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Unsociable/unacceptable behaviours are those which have a negative impact on other dogs or humans in my home. It is my highest priority to avoid potential negative issues arising and preserve the safety, happiness and well-being of all the dogs staying within my home. I want my own dog and all my guest dogs to feel safe and enjoy their time here in a safe, relaxed and harmoniously happy environment. I want your dog to happily live in my home with me as if they were one of my own. I appreciate no owner can be 100% certain how their dog is going to behave in a different environment, in the company of other unfamiliar guest dogs and without the owner present.

There is always a risk that your dog may act in an unexpected or unpredictable manner not familiar to you. I am experienced in understanding dog behaviour but, at the end of the day, I am not here to provide behavioural training while your dog stays with me. So, if it is identified that your dog poses a threat to the enjoyment of others whether it is before, or during, your dog's stay, I reserve the right to cancel your booking, or the remainder of your booking, and request that you or your Emergency Contact collect your dog immediately. No refund will be given either, for remaining days.

Example of unacceptable behaviours (but not limited to):-

- * Severe separation anxiety - if your dog is so unhappy in your absence that it is unable to settle here after several attempts to distract, (howling, crying, excessive barking, hides, avoids, will not socialise etc) then it would be kinder to your dog to seek a pet sitter instead.
- * Any history of aggression or possession regarding toys, balls, food, or a bonded second dog from the same household.
- * Aggression with other dogs. As I have a resident female dog, I cannot accept dogs who may be aggressive towards her, or any guest canines .
- * Aggression shown to humans is a complete ban (snapping, teeth-baring, growling, biting etc).
- * Excessive obsession with other dogs, including licking private areas of other dogs.
- * Excessive humping. (not play humping)
- * Scent-marking in my home.
- * Using my home as a toilet
- * Challenging behaviour / Resource Guarding, sleeping-places, food, toys, car, humans, human space & furnishings.
- * Excessive barking – I have a home with nearby neighbours!
- * Excessive fear/avoidance - if your dog will not willingly allow itself to be approached, touched or picked up when needed.
- * Howling or whining dogs, as this distresses all in the house.
- * Untrained - refusal to comply with human requests without bribery (recall, moving off furniture, coming indoors etc, and therefore cannot be controlled if necessary to do so in an emergency).
- * Has no basic manners or respect for other dogs/humans in a home environment ('wired', hyper/non-stop/ cannot settle/ pacing).
- * Not house-trained – including dogs above 6+ months.

TERMINATION OF BOARDING (INCLUDES DAY CARE)

If you fail to disclose any negative behavioural problems past or present, during the meet and greet, on our registration form, or 1 day prior to the intended stay. Should your dog show any sustained aggressive tendencies, exhibit threatening outbursts, bites our dog, harms other dogs, or humans, is continually uncontrollable, destructive or shows unreasonable behaviour, (including continuous mounting, marking, bullying, pestering other dogs etc) the boarding agreement will be terminated with immediate effect. You will be advised; accordingly, however this may be less than 24 hours' notice your emergency contact must confirm that they are available throughout the duration of the booking and be prepared to come and collect the dog/s should any situation occur e.g. aggression or separation anxiety or illness whether it be us or another dog/s. You also agree to pay the cost of any

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injury/damage caused by your animal to us, our home, our dog, or other boarders.

To reiterate : No refund will be given, should your dog be required to leave us earlier than you planned.

DESTRUCTIVE BEHAVIOURS & DAMAGES

We are with your dogs throughout the day, however there will naturally be times where your dog will be unsupervised, as it is impossible to keep our eyes on your dog all the time. Should your dog destroy or damage any furnishings, flooring, electrical items (such as cables & floor standing fans, remote controls, mobile phones) furniture (indoors or outdoors), clothes, personal items or footwear, hosepipes, etc, as an owner you will be liable for any damage caused. We reserve the right to cease the booking, without a refund. We also will not board your dog again.

5. EMERGENCY CONTACT & EMERGENCY CONTACT RESPONSIBILITIES

Without an emergency / secondary contact I unfortunately cannot board your dog. Your emergency contact must be known to you. It is your responsibility that they are suitable to take your dog in the event an unforeseen circumstance or emergency.

In the case of an emergency medical situation, I will always try to contact you, the owner/s first. If I cannot reach you, I will then call the Emergency Contacts you have nominated to act as your spokespersons in your absence and on your behalf. Please ensure the person you nominate is:-

- a) not you or your partner if you are joint owners,
- b) are not members of your family who lives with you
- c) made fully aware of their responsibilities in that they may have to make health and welfare decisions about your dog on your behalf.
- d) are not part of your holiday/ going away with you at the same time your dog is boarding
- e) contactable whilst you are away
- f) lives within a reasonable distance from your home (not over 1 hr away)

EMERGENCY CONTACT FOR ACCOMMODATION.

In the event of a situation where your dog needs to be removed from my home prior to the end of your dog's stay for its own safety or for the safety of other dogs, I will need to contact your Emergency Contacts, so that one can come and collect your dog.

NON COLLECTION OF THE OWNERS DOG

If you do not come to collect your dog on the collection date agreed, unless I have been contacted and advised in advance, your nominated emergency/2nd contact persons will be contacted to collect your dog.

IT IS IMPERATIVE THAT YOU CONTACT US.

6. HEALTH & WELFARE

a) Vaccinations – at registration you will need to provide me with an up-to-date veterinary vaccination record to show that your dog has current vaccinations against the core diseases

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of DHP (Distemper, Hepatitis and Parvovirus) and Leptospirosis. If any of the vaccination dates expire before commencement of a booking then evidence of a booster will be required prior to accepting your dog for daycare/boarding.

If you are starting your dog's vaccinations again due to missing their yearly boosters, or not keeping up to date with them, you will require a double-dose to be given two weeks apart, then those vaccinations must be completed at least 2 weeks before I can accept your dog for daycare/boarding.

For dogs who have had a DHP or Lepto booster vaccination, I can accept for daycare/boarding immediately from the date given.

*** Further proof of vaccinations and treatments may be requested and must be presented no later than 28 days before arrival, via text, email, WhatsApp.**

I do not take titre tested only dogs.

Failure to produce a copy of the vaccination record will jeopardise your booking.

b) Kennel Cough (Bordatella) vaccination - This is a separate vaccine to the core vaccines described above and is a mandatory requirement for daycare/boarding at COCKERILL PET SITTING SERVICES

*All dogs must have their kennel cough (KC) vaccination, and at least 6 weeks prior to arrival of their holiday/stay with me. This is for the protection of your dog, our dog, all other boarders and any dogs they may come in contact with. Failure to ensure that your dog is fully and appropriately vaccinated to use my services will mean I will not accept your dog and you will forfeit your payment.

* Under licensing regulations, we cannot board dogs who use homeopathic vaccinations.

c) Flea & Worming - All dogs must be up to date with treatment for fleas and worming.

* Your dog must have been appropriately treated for external & internal parasites with an appropriate product authorised by VMD UK and in accordance with veterinary advice before any entry to home boarding, whether it be for overnight or day care.

At our registration (where possible) you are required to bring the vaccination booklet so we can keep a copy on record, or you can send us photographic evidence of your dog's vaccinations via WhatsApp. Further proof of vaccinations and treatments may be requested and must be presented no later than 14 days before arrival, via e-mail, text, WhatsApp.

Failure to produce a copy of the vaccination record will jeopardise your dog's booking.

d) Infectious Health Problem - If your dog develops or shows any signs of a health problem regardless of whether 'infectious' or not (i.e.: fleas, worms, kennel cough, sickness, diarrhoea).

On the first day of holiday boarding or when they are dropped at daycare, you as the owner agree that you will be handing over your dog/s to COCKERILL PET SITTING SERVICES in good health. We will not take any dog who has been ill within the last 72 hours, nor continue to board a dog who shows signs of any illness within the first 12 hours of arriving, nor a dog who has had an infectious disease within 21 days prior to boarding, this is to protect other dogs in our care, our own dogs, and my family. As the owner you must ensure that you disclose any current illnesses or ailments, at the initial dog registration and, or before a dog comes to board with us. Any medication for such ailments will need to be supplied and detailed on the Medication must be included on the booking form & signed by the owner. If any illness appears or has not been disclosed upon drop off and appears to be, or is diagnosed as contagious, your emergency contact will be asked to collect the dog with immediate effect. We reserve the right to refund you any monies.

If the dog cannot be collected, COCKERILL PET SITTING SERVICES reserves the right to refer

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the dog to the businesses registered vet, Vets 4 Pets, St James, Northampton, or the out of hours vet, or your own vets for isolation, at the owner's expense until such time as the dog can be collected by the owner or emergency contact.

No refund will be given in this circumstance and all veterinary costs will be met by the client.

Failure to disclose any illnesses will jeopardise your dog's stay. If your dog is infected and spreads it to others, you will also be liable for any vets' costs to any other owner and myself.

e) MEDICATION

I am experienced in giving tablet & liquid medication orally and ear/eye drops only. If your dog is on medication, alternative medicines of any kind you will need to fill out with complete instructions on the registration form. If they are using a 'buster' collar or onesie you will need to inform me and bring this with them.

We will not accept any bookings where your dog is dependent on any injectable medication.

If your dog takes medication such as diuretics, steroids, etc which can cause excess urination, the owner will be responsible for supplying any disposable or reuseable incontinence nappies, and may be liable for any damage caused by urination, should your dog not be willing to keep the pad/nappy on.

Should we need to engage with a professional cleaner, or replace damaged items, the owner will be liable for costs, which must be paid when the business sends an invoice. You agree to pay these costs within 2 days of receiving it.

f) NAIL CLIPPING

Please ensure your dog has had its nails clipped & filed to remove rough/sharp edges, before boarding with me to avoid accidental injury to humans or other dogs.

g) KEEPING DOGS SAFE

Should anything happen to your dog whilst in boarding you will be notified ASAP, and everything will be done in my power to manage the situation. I am fully insured, but noting that dogs will be dogs, and they can play roughly, if your dog is hurt i.e. cut paw, ripped claw, or an accidental puncture wound from playing, you will be notified, and if a vet visit is required during day boarding you or alternative contact may be expected to attend, and you must make payment directly to the vets. I am constantly with the dogs during the day/night so I'm on hand to manage any situation. If I do need to go out and leave the dogs, they will be either placed in separate rooms (as per regulations), or together if I have your consent (see dog registration form) or I will ensure my keyholder is with them. If death is a possibility during day boarding (due to illness/old age etc) please notify me in writing and agree arrangements for care. . If your dog dies in our care we will treat the situation with dignity and care.

h) NOSE TO TAIL CHECK. GROOMING

On a daily basis I check each dog's body from Nose to Tail and remove any matted hair, debris, natures. You will need to give consent for this to happen in this dog registration form.

i) VETERINARY RELEASE & INSTRUCTION

COCKERILL PET SITTING SERVICES requires to be registered with a local veterinary practice, which is Vets 4 Pets, St James, Northampton. It is the owner's responsibility to contact their own veterinary practice prior to the booking to inform them that their dog will be boarding with Cockerill Pet Sitting Services.

If the dog becomes ill or injured while boarding with me, it will be necessary for me, the

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business to contact my registered vet and possibly the owners' vets for advice (if there is a known on going medical issue). If necessary, I may need to take them in for a medical appointment at my registered vet practice or the owners depending which is closer or agreed on this registration form. David Cockerill of COCKERILL PET SITTING SERVICES will contact the owner (if possible) in the first instance, prior to contacting the vet, and the owner will assume full responsibility and pay for any required treatment. David Cockerill of COCKERILL PET SITTING SERVICES cannot be held responsible for any veterinary treatment that may result in loss, injury or death of your dog.

j) TRANSPORTING YOUR DOG TO THE VET

If I have to make a trip to the vets with your dog, I require that you provide a harness which fits your dog, as this will be used to attach the dog to a seatbelt restraint within the car. Any harnesses or collars which require the seatbelt restraint to be secured by the dog's neck is not acceptable. No dogs will be left in the car unattended at any time.

7. UNNEUTERED DOGS :

I will accept both male and female dogs who are unneutered, and chemically castrated males. My decision as to when I decline a dog will be based on each dog's behaviour at meet and greet, assessments and boarding, and collectively as to whether unneutered and neutered dogs can co-exist positively. Any negative or undesirable behaviour caused by testosterone, will terminate any future or current boarding if the behaviours have not been seen before.

FEMALES 'IN SEASON : I will not accept any female of any age coming into season or in season. This is to prevent any unwarranted accidents with any entire males who are being boarded, to prevent any unnecessary changes in behaviours with all the dogs and to comply with regulations and licence conditions. It is the owner's responsibility to ensure they contact me if their female is coming into season or in season or is coming out of season.

Where it is unknown and the female comes into season she must be collected by the owner or emergency contact immediately.

Please see the 'additional cancellation policy' Section 3.

If you do not know when your female is due I would advise taking advice from your vet and watching for changes in her behaviour. I would also suggest you carry out a white tissue test to check if there is any pale pink or red spotting for a few days prior to bringing her for daycare or boarding.

It is down to my discretion whether I board an unsprayed female post season up to 8 weeks after their season has ended.

PLEASE NOTE - By making payment to secure a booking, you are confirming you are happy to take the risk that your intact/ entire female may come into season at the time of your booking, which will mean your booking will be cancelled, and you do so on the understanding that your payment/s will not be refunded or transferred to another booking. Please see my Cancellation Policy.

8. IMMATURE DOGS / PUPPIES

We currently board dogs under the age of 12 months. During the first 3-6 months your dog must have received training by a professional, (we will need details on your dog's registration form) have been crate trained. Be toilet trained or working toward being toilet trained if under 6 months. Be socialised and habituated to different situations, environments and may other dogs of different types.

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9. EXERCISE & ENRICHMENT

Your dog will where possible receive up to 2 daily walks during their stay; (& where temperatures/ weather allows & my physicality). All dogs will be walked on a lead when they are out, even if you have given signed consent for off lead. If we are unable to take them out together we will be walking them separately while one of us stays with the others to wait their turn. WE will require you to supply a harness, collar with tag and lead.

Please be aware that Canines who are new to day care/boarding may experience higher levels of physical and mental activity than perhaps they are used to at home. Therefore, it is to be expected that your dog may go home more tired than usual. Your dog will receive a range of different brain games, stimulation, socialisation, play, enrichment etc throughout their stay too. If your dog has any noticeable resource guarding issues of humans, toys, balls, treats etc which is spotted during our assessment we will not board your dog. All dogs who use my services must be able to coexist appropriately with others in a relaxed but fun safe environment. If in the case that we only see these new resource guarding behaviours during any boarding, enrichment will be withdrawn as a group session and become 1:1 based, with the other dogs separated, and vice versa. We may consider not boarding your dog again.

10. FOOD & NOURISHMENT

At feeding-time, all dogs will be separated to avoid aggression or competition, unless I feel it beneficial for them, and if I have received owner's consent.

Owners must provide their dog's own food with complete feeding instructions. Please ensure I know how often your dog needs feeding, as well as if they are fussy eaters, graze or sometimes don't eat. An immature dog may require extra feeding throughout the day.

If your dog requires freshly cooked food, please ensure you prepare this at home and bring it with you frozen. If your dog eats raw or other frozen products, please know that I have suitable facilities including fridges and freezers to store your dog's food. I also provide feeding and water bowls. If your dog uses alternative aids such as large wobble kongs , please bring this with them.

If your dog is a fussy eater and will not eat the food you supply, and in order for them to eat I will need to feed alternative food, introducing it slowly, if they continue to stay. At registration I will seek consent from you if this may happen. I will inform you, if there is an issue and ask if you would like us to feed your dog an alternative. This will incur an additional charge which I will invoice you at the end of their stay and which will need to be paid for within 2 days of return.

SPECIAL REQUIREMENTS

Please let me know if your dog has any special requirements such as dietary or medical. Medication - If your dog is currently on medication for any reason, please let me know so I can continue your dog's medication while you are away.

11. MY PROVISIONS

We will provide a loving & caring home from home environment where we will treat your dog as part of my extended family. I will provide safety, security, mental stimulation, basic command training, nutrition, adventures, entertainment, physical exercise, enrichment, companionship, socialise them with other dogs, and humans & nurture them. I will interact with your dogs, feed them and make sure they always have fresh water & provided them with any medication required.

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I am not a qualified trainer so any training that I will do with them is basic commands and environment etiquette.

BEDS, BLANKETS, TOYS. I encourage owners to bring your own dogs' beds too or blankie, so they have a smell of home, however this must be parasite free. On that note I have to pre-warn you that if any damage or destruction of your dog's property occurs due to everyday dog fun and antics, it will be considered accidental and not replaced or reimbursed by COCKERILL PET SITTING SERVICES. Please do not bring any bones, balls, chew toys, or anything that may cause resource guarding tendencies or cause any reactivity between them.

HUMAN COMPANY

Your dog will be left without human company for a maximum of 3 hours to enable us to attend personal appointments or shopping for provisions. If they are left in an emergency or an exceptional circumstance, such as us being taken ill we will do all that we can to contact your emergency number to ask for them to be picked and in the meantime a designated person will be asked to come and sit with them until that is possible or follow their instructions on what they would like us to do.

COLLARS AND IDENTITY TAGS

All dogs by law, must wear a collar & ID tag. We will provide your dog with one of our own collars & ID tags during their stay with us. Collars are removed if your dog is crated, & if your dog likes to rough and tumble during play, in our home, we may also remove their collar to mitigate any unnecessary injury.

12. WHAT OWNERS PROVIDE

All food is to be provided by the owner (please ensure you bring enough for their entire stay), If they are fussy eaters, and where you have agreed, (**see owners consent**) I will purchase a different type of food, to which I will introduce slowly to your dog and I will invoice you for after their stay. Please also bring bedding, blankets, crates, harnesses, & or transport harness, collars, leads etc, treats, grooming equipment, baby wipes, & any relevant medication. I will ensure I keep an itinerary of their own possessions.

Please do not bring items such as bones, toys or anything else that may cause reactivity between them

INSURING MY DOG & PET INSURANCE

All Dogs must be insured to use my services. I will ask you, the owner to bring your dog's insurance details to the meet and greet so that I can keep the details on file. I will not accept dogs who are not insured.

VACCINATION CARD

It is your responsibility to provide me with a copy of your dog's up to date vaccination card, at registration and subsequent years when they renew, plus inform me of their vaccination status 28 days before boarding.

13. PHOTOS AND VIDEOS

I take lots of photos and videos of your dogs throughout their stay with me, and I like to keep you updated with the nicest/unblurred ones wherever possible! I also like to upload some of those photos and videos to social media, after you have collected your dog. I ensure that any identifying details personal to you such as your dog's name tag information are blurred out. I do not write your dog's name under any photos; however, their name maybe be heard on a video. All photos and videos remain the copyright of COCKERILL PET SITTING SERVICES

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and, as such, can be used on any public media platforms or publications, but only if you have consented to this which can be found on the dog registration form.

14. PAPERWORK (REQUIRED FOR LICENSE)

All clients must complete & sign all relevant paperwork, including my terms & condition dog registration form, which includes the veterinary release form & owner's consents (*compliance of Animal Welfare regulations*), & if required a canine medication form etc. By signing the dog registration form, terms and conditions (which may be updated and sent out separately) and any other necessary forms that pertain to COCKERILL PET SITTING SERVICES, you agree to accept, and are contractually bound by my terms & conditions. You also agree that the information recorded during our meet and greet at dog registration and leading up to a secured arrival for boarding is accurate.

15. BUSINESS INFORMATION : LICENSING, INSURANCE, QUALIFICATIONS & TRAINING BUSINESS INFORMATION

Under the Animal Welfare Regulations (England) 2018 all licenced home boarders, days care & kennels must be compliant to legislation.

- 🐾 As a licenced home boarder, I have written, and I am guided by my business operating procedures to ensure the health, safety and welfare of your dog is my priority.
- 🐾 My business is legally trading & registered with North Northamptonshire County Council who inspects me, my home and outdoor space & has awarded me a 3 year, 5star licence Licence Number 23/01279/AWBH to have up to 5 dogs in addition to our resident dog.
- 🐾 As a compliance I am also registered with a vet whom I may use for guidance, consultations, treatment, isolation, and dignity storage.
- 🐾 I have business insurance with Protectivity which protects, me, my business, your dog in my care, and it includes Public Liability too.
- 🐾 I have business insurance for my vehicle so that I can transport your dog where necessary.
- 🐾 I am Animal First Aid & CPR trained. This is renewed every 3 years.
- 🐾 We are experienced dog handlers with over 50 years' experience in caring for our own dogs growing up.

By leaving your dog with a Licensed business means that your own Pet Insurance and our Business Insurance is protected.

CONFIDENTIALITY POLICY.

We will never disclose any of your personal information to another third party, it will only be kept available by us for 3 years for our re-inspection every two years by our Licensing Officer.

16. CHANGES TO CHARGES & or BUSINESS TERMS & CONDITIONS

We may increase our charges at the beginning of each April, however, if we have received a booking for after this in advance we will hold the current charge and will not increase to the new one at that time.

Our Terms & Conditions are at times reviewed & updated. We will ensure you receive an updated version & you may be required to sign a new copy when we next board your dog.

Current changes to terms and conditions 6th August 2025.

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CONTRACT AGREEMENT

I hereby confirm that I am the owner of the named pet written at the beginning of this dog boarding registration form and I authorise David Cockerill at COCKERILL PET SITTING SERVICES to act as my dogs guardian in my absence and agree for her to make any decisions regarding my dog's health providing it is acting in the best interest of my dog and is on the advice of the registered veterinarian with whom COCKERILL PET SITTING SERVICES is registered with. By indicating **YES** or **NO**, to the specific activities under the **owners' consents** & by signing this document, I am also giving consent to allow my dog to participate with activities with other dogs at COCKERILL PET SITTING SERVICES 's and away from the property.

I agree that the information given on this form is accurate. I agree that if my dog harms another dog, or animal, or a human whilst in COCKERILL PET SITTING SERVICES 's care that I will be held liable for any costs, especially if I have not declared any historical negative behaviours such as reactivity, attacking or biting.

I therefore will not, nor cannot hold COCKERILL PET SITTING SERVICES responsible for any :

- accidental injury to my dog,
- injury to another animal by my dog,
- injury to David Cockerill or any members of his family or
- death of my dog

However, should, I the owner wish to make a claim, I acknowledge that the decision to accept or reject it rests solely with COCKERILL PET SITTING SERVICES 's business insurer. The business, COCKERILL PET SITTING SERVICES , holds no responsibility for the outcome of such claims, or any payments made & I will not directly make a personal claim against David Cockerill . If I, the owner hold my own pet insurance, I may pursue a claim through them too. These terms do not affect my statutory rights.

I agree that if any information contained on this boarding registration form changes, I will immediately inform COCKERILL PET SITTING SERVICES particularly if there are any bookings pending. And I will do this again when necessary if anything changes for my own dog in the future.