

Nuts about Muts

The complete professional dog service

TERMS AND CONDITIONS

2017

Neil and Margot Smith
30 Stewkley Road, Wing, Leighton Buzzard, Beds. LU7 0NE
Neil: 07774 159618 Margot: 07973 299656 Home: 01296 682731
nutsaboutmuts@hotmail.co.uk

TERMS AND CONDITIONS

In order to comply with the AVDC Licence we require everyone arranging Petsitting or Daycare to supply the following information.

- A current copy of your dogs full vaccination - including Kennel Cough
- Confirmation of recent Flee & worming treatments
- Micro chip number
- Pet insurance details if your dog is insured.
- Your full contact details
- Emergency contact details
- Full details of current medical conditions and medications if applicable

Please note that due to the Aylesbury Vale District Council Home Dog Boarding Licence, Nuts about Muts are only able to accept a maximum of 6 dog clients per day. Therefore payment will still be required, in full, if you do not attend a session.

DAYCARE

Where your dog can mix and socialise with other dogs and have supervised play plus go for a walk to receive their daily exercise. Generally Daycare is situated at 30 Stewkley Road, Wing but we often spend time at Muts Meadow in Whaddon.

- Drop off between 8-9am. Collection by 5.30pm
- We endeavour to be flexible with our daycare times as we understand that life isn't always 9-5. However we do ask that you respect the times agreed between us and notify us by phone if there is likely to be a change. *If you are unexpectedly delayed, we request that you call Neil on 07774 159618 immediately to re negotiate a convenient collection time.*
- Daycare will be charged monthly for the days agreed. Please note that due to the Aylesbury Vale District Council Home Dog Boarding Licence, Nuts about Muts are only able to accept a maximum of 6 dog clients per day. Therefore payment will still be required, in full, if you do not attend a session.
- Term time arrangements will not be charged during school holidays but we cannot guarantee to have a vacant space during the holiday periods, so please let us know as soon as possible if you require extra days.
- If your dog needs to be fed during their stay you can either supply food or we will feed them on 'Nutriment' raw food. Food will be costed according to the weight on your dog @ the current RRP price per kilo. This additional cost will be agreed as and when required.
- Unreasonable damage caused by your dog during their stay will be charged to you and payment in full will be required on collection of your dog.
- A socialisation session must be completed before your dog can have regular visits. You will be required to bring your dog to us for a few hours in order to establish if it will be a suitable arrangement for us both. It is important that your dog is happy and relaxed so that they enjoy their stay. We do not accept dangerous or unpredictable dogs.
- The daycare paperwork will need to be completed and returned to us, on or before the first visit.
- We will give 4 weeks notice to you for our own holiday periods.

SLEEPOVERS

Overnight stays for your dog will be in our home environment at 30 Stewkley Road, Wing. Please see costing sheet for current prices.

- Pet sitting is charged over a 24hr period depending on drop off and pick up times. The daycare rate will apply for additional hours.
- You can either supply food for your dogs stay or we can provide 'Nutriment' raw food for the duration. This will be costed according to the weight of your dog @ the current RRP price per kilo. This additional cost will be agreed as and when required.
- There is no need to supply bedding unless your dog particularly likes their own bed as we have lots of different types of bedding. We supply all bowls.
- All dogs MUST be house trained and sociable with people and other dogs. We cannot accommodate entire males or bitches in season. We do not accept dangerous or unpredictable dogs.
- As soon as we have booked your dogs stay we will require you to complete the Petsitting paperwork and return it to us asap with a non refundable deposit of 50%.
- Full payment for your dogs boarding will be required on arrival. Any additional costs incurred will need to be settled on collection.
- A socialisation session must be completed before your dog can have regular visits. You will be required to bring your dog to us for an overnight stay in order to establish if it will be a suitable arrangement for us both. It is important that your dog is happy and relaxed so that they enjoy their stay.
- Unreasonable damage caused by your dog during their stay will be charged to you and payment in full will be required on collection of your dog.
- All vet fees for flees, ticks, worms or medical treatment required during the agreed period, will be charged to you and payment in full must be made on collection of your dog.

WALKING

Exercising can either be with a group of dogs or individually. Dogs will be transported in crates in our own van to the exercise area. Please see costing sheet for current prices.

- Walking is charged per walk and invoiced on a weekly basis.
- Payment is to be made in full on the last day of the week.
- You will need to fill in the dog walking paperwork for our files before the initial walk.
- Dogs will be allowed off lead, only if authorised by their owners.
- Your dog will need to have a suitable collar or harness and have an ID disc.
- We offer a full hours walk which will include pick up and drop off in Leighton Buzzard and the surrounding villages. Other areas may vary in price so please ask for details.
- No responsibility is taken for injury to your dog during this exercise period.

TRAINING

We offer a variety of different training sessions including Puppy classes, Agility and Gun Dog training. Please see current costing sheet for prices.

- All training is charged per course period and payment is required in advance. You will be advised if training sessions are 'pay as you go'.
- All group training is carried out at 'Muts Meadow', Stratford Road, Whaddon, Milton Keynes, MK17 0ND unless stated otherwise.
- Suitable clothing, particularly footwear, should be worn - remember it is not always sunny in England! You will be responsible for your own dog at all times.
- Limited car parking is available, please park responsibly if you have to use the road.
- Toilet and refreshment facilities are available at 'Muts Meadow'.
- One to one training will generally be carried out at your own home or in the location that problems occur.
- No responsibility is taken for injury to yourself or your dog.

FEES

Fees are subject to annual review and at least 4 weeks notice will be given of any changes. Payment can be made by cash, cheque or bank transfer.

TERMINATION

Should you wish to discontinue your dogs agreement with us, we will require 2 weeks notice by email or in writing.

INFORMATION

Information will be stored both manually and processed on our computer, to enable the smooth running of our business. The information will only be used for the purpose of our business 'Nuts about Muts' and will not be sold or passed to any other organisations.

ILLNESS

Should a dog become unwell during their stay, we have the ability to isolate them in order to give them an environment to relax in whilst also protecting other clients.

PLEASE SHOW CONSIDERATION to others when bringing your dog to us - if they are unwell *we require a phone call as soon as possible* on any of our contact numbers, to discuss whether or not it is possible to accommodate them on the agreed day.

PHOTOGRAPHY

Occasional photographs and video footage may be taken of your dog, stored by us and used for marketing purposes. Please make it clear, in writing, if you do not want us to use your dog in this way.

Your signature confirms that you have read and understood our terms and conditions and that you agree to abide by them.

YOUR NAME SIGNATURE

DOGS NAME DATE