

Nuts about Muts

The complete professional dog service

TERMS AND CONDITIONS

2020

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
www.nutsaboutmuts.com

TERMS AND CONDITIONS

In order to comply with the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 we are required to be licensed by law. Therefore we require everyone arranging Petsitting or Daycare to supply the following information.

- A current copy of your dogs full vaccination or certification from your vet of a recent protective titre test which will be valid for the current period. Kennel Cough vaccination is optional.
- 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 Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, 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 daycare session, home boarding deposits are non refundable.

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. Daycare is situated at 30 Stewkley Road, Wing but exercise is carried out in local open spaces reached by walking or short vehicle journeys.

- 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 Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, 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 booked 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 'VOM' or '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.
- 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.
- The daycare paperwork will need to be completed and returned to us before the first visit.
- We will give 4 weeks notice to you for our own holiday periods.
- For safety reasons all dogs must be kept on a lead when arriving and leaving the premises.

HOME BOARDING

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 'VOM' or '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 Home Boarding 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 board with us. 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 fleas, 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.
- For safety reasons all dogs must be kept on a lead when arriving and leaving the premises.

WALKING

Exercising can either be with a group of dogs or individually. Dogs may 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 if it has a reliable recall and only if authorised by their owners.
- Your dog will need to have a suitable collar or harness and have an ID disc.
- We will collect your dog from home and walk for an agreed amount of time taking in consideration the age and health of your dog.
- 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 Pet 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 with consideration to other and not on the main 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.
- Dogs must be kept on a lead at all times unless requested by the Instructor for it to be removed. It is the owners responsibility to watch their dog at all times.
- 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 verbally followed 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.

EMERGENCY CONTACT

Please supply an emergency contact who will be responsible for making important decisions on your behalf if you cannot be reached. They must also be able to take the dog in case of an emergency.

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. If necessary we will seek veterinary advice. Whenever possible we will contact you or your emergency contact to discuss what action to take. We will always act on the advise of the Vet.

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.

DEATH

In the event that your dog dies unexpectedly whilst in our care we will contact you or your emergency contact immediately in order to discuss what action to take. If your dog is boarding with us we would arrange for your dog to be collected from the vets for cremation. Please notify us clearly in writing if you wish us to take alternative action. All costs incurred will be the responsibility of the owner.

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