

Terms & Conditions – Boarding

SCISSOR AND SUDS PET SERVICES – OUR BUSINESS TERMS & CONDITIONS

THE WORD ‘DOG’ REFERS TO A DOG OR PUPPIES REGARDLESS OF AGE

DAY BOARDING = DAY CARE

Before we consider a dog for any of our services, a meet & greet must be carried out in advance at our home. This is to check compatibility of our own dog with yours and to see how your dog interacts with my family.

WHAT WE PROVIDE

We will provide a loving & caring home from home environment where we will treat your dog as part of our extended family. They will not be left alone during their stay for anything more than a shopping trip or school run. We 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. We will interact with them, feed them and make sure they always have fresh water & provided them with any medication required. They will also have free roam of the lower level of our house and garden which is enclosed, safe and secure.

During our meet and greet we will discuss: Medical/Vaccinations, History, Behaviours, Enrichment & Exercise, Food & Diet, Boarding details. 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. If your dog was born abroad, or has travelled abroad, we will need to see their passport too & vaccinations and possibly a clear brucellosis test. It is 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 have neighbours, we cannot take dogs who excessively bark or whine, or suffer from hyper separation anxiety, as it is inconsiderate to our neighbours, & distressing to other dogs in our care. We also do not take dogs who mark their territory or are aggressive. Each dog will be assessed during this meet and greet and any trial assessments. Information will be recorded, with information fed back to you where necessary. We are not qualified trainers or behaviourists; however, 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 if your dog exhibits any behaviours not previously disclosed.

TRIAL OVERNIGHTS.

All new dogs who are going to use our service for overnight boarding must have a trial overnight stay, if they are boarding for more than 2 nights. This allows us to observe the dog's behaviour and to evaluate whether they are compatible with us, and with our resident dogs and whether they are happy in a new environment. We want all dogs to have a positive experience with us. During this trial we will carry out an Assessment & Behaviour Evaluation, which we will share with you when you pick your dog up. In our 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. Any trial is charged at the standard overnight rate. If the trial is not successful, we will, where appropriate destroy all records & suggest other licensed businesses, or an alternative such as Kennels or a home & pet sitter.

TRIAL DAY CARE.

All NEW dogs to day boarding must have a trial visit for either ½ day or a full day, to check compatibility with other dogs This may need to be extended to ensure your dogs are completely comfortable, building a positive relationship. This is charged at our standard day boarding rate.

CHARGES

Overnight boarding rate (currently) = £40 per dog / night (adult), & £45 per dog / night under the age of 8 months.

Day care/day boarding (full day) = £30 per dog (adult) & £35 per dog up to the age of 8 months.

Puppy ½ day, day boarding sessions, £25, (up to 4.5hrs) for afternoon sessions only from 1-5.30pm. (for socialisation development, environmental conditioning & basic training)

Please be aware that we are limited to numbers under License, so there may not be much flexibility or availability. (We do try to be flexible, where possible, to meet owners needs too)

Please note: Double rates are applicable for all Bank holidays, during Easter (Friday-Monday), during Christmas (Eve, Day & Boxing Day) & New Year's Eve & New Year's Day.

DROP OFF TIMES FOR BOARDING

Monday to Friday: from 8.30am up to 7pm only & by appointment only

Weekends: From 9.30am – 4pm only & by appointment only.

COLLECTION TIMES FOR BOARDING

Monday – Sunday between 8.30am – 11am.

Additional charges apply if collection is after 11am on their last day of boarding. This is charged at a day boarding rate of £30/ dog or £35/dog up to the age of 8 months, for any time up to 7pm. After pm the rate is charged as an overnight .

DROP OFF & COLLECTION TIMES FOR DAY CARE

Monday to Friday: from 8.30am up to 6pm only & by appointment only.

Weekends: From 9.30am – 4pm only & by appointment only.

Collections after the stipulated time up to 7pm will incur the overnight boarding charge.

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

EMERGENCY / 2ND CONTACT

WITHOUT AN EMERGENCY / SECONDARY CONTACT WE UNFORTUNATELY CANNOT BOARD YOUR DOG. YOUR SECOND CONTACT MUST BE SOMEONE WHO IS LOCAL/AVAILABLE THROUGHOUT THE STAY WITH US.

In the event that you do not come to collect your dog on the collection date agreed, unless we have been contacted and advised in advance, your nominated person will be contacted to collect your dog. If they fail to collect, and we have not been contacted by the nominated person then the dog warden or rescue centre will be contacted. You will remain responsible for all fees and expenses incurred as a result of your failure to collect.

We will check every so often to see if your emergency contact remains the same or if there are any changes, and we will alter your dog's registration form and our daily register should changes be required.

HOLIDAY BOARDING& OVERNIGHTS

School holidays, particularly Easter, Christmas & during summer, is a very busy time for us, so we recommend that you confirm any dates for boarding as soon as possible. Bookings are not confirmed until the deposit has been paid. We cannot hold bookings without a 20% date holding fee/deposit.

BOOKING PROCESS FOR BOARDING

When dates are requested for boarding, we will provide a dated booking & deposit request invoice via email. To secure your booking we require a deposit to be made within 7 days of the dated request or your dates will not be held and could be given away.

PAYMENT FOR OVERNIGHT BOARDING ONLY

A non-refundable deposit of 20% is required to confirm a booking and secure a space. Full payments for the booking must be made 7 days prior to arrival. (Cash, or BACS payment online as noted on booking & invoice.)

Late payments may jeopardise your booking, and you may need to source an alternative option.

CANCELLATION POLICY & FEES

Please note that the date holding deposit/fee is non-refundable under any circumstances.

There will be no refund if cancellation is less than 48 hours' notice.

Cancellation within 7-3 days notice will be charged at 50% of the remaining booking cost.

TERMINATION OF BOARDING INCLUDING DAY BOARDING

If you fail to disclose any negative behavioural problems during the meet and greet, or 7 days prior to the intended stay, should your dog show any sustained aggressive tendencies, bites our dog, other dogs or humans, is continually uncontrollable, chewing, destructive or shows unreasonable behaviour, (including continuous mounting/ marking, pestering other dogs) that puts himself/herself at risk the boarding agreement will be terminated with immediate effect. You will be advised accordingly, however this may be less than 24 hours' notice. You accept that your dog will be placed in an appropriate local pet boarding/kennels, or with your emergency contact. A £50.00 transfer charge will be applicable. Any costs incurred for the alternative boarding/kennel will be your responsibility. You also agree to pay the cost of any injury/damage caused by your animal to us, our home, our dog, or other boarders. No refund will be given.

HEALTH & WELFARE

We insist on all dogs having current annual booster vaccinations before boarding with us, and puppies to have had their second course of vaccinations. (This is required for our business insurance and as part of the license provided by the council.) If your dog has the kennel cough (KC) vaccination it must be administered by the vet at least 4 weeks prior to arrival of their holiday/stay with us. This is for the protection of your dog, our dogs, all other boarders and any dogs they may come in contact with. We currently do not take titre tested only dogs. 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. Simply put, your dog is required to have recent and valid vaccinations and flea and worming treatment.

At our meet and greet (where possible) you are required to bring your dogs vaccination booklet so we can keep a copy on record, or you can send us photographic evidence of your dog's vaccinations via WhatsApp.(it must include your dogs name, DoB, and microchip number at the top of the booklet.) Further proof of vaccinations and treatments may be requested and must be presented no later than 14 days before arrival, via text, WhatsApp. Failure to produce a copy of the vaccination record will jeopardise your booking.

We do not take dog that have been ill within the last 24 hours, nor a dog who has had an infectious disease within 30 days prior to boarding. Failure to disclose any illnesses will jeopardise your dogs stay. If your dog is infected and spreads it to others, you will be liable for any vets costs to any other owner and myself. It is your responsibility that your dog is healthy enough to board.

Should anything happen to your dog whilst in day boarding you will be notified ASAP, and everything will be done in our power to manage the situation. We are 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 may be expected to attend and you must make payment directly to the vets. We are constantly with the dogs during the day/night so we are on hand to manage any situation. If we do need to go out and leave the dogs briefly, they will be placed in separate rooms (as per regulations). If death is a possibility during day boarding (due to illness/old age etc) please notify us in writing and agree arrangements for care.

DOGS BORN ABROAD (2022)

If your dog was born abroad, we will need to see their passport, and a record of any inoculations/vaccinations which would have been given to them before and after they entered the UK. We will also need to see a negative blood test result for Canine Brucellosis. If your dog has not been tested for this, we advise you to seek support from your Vet. Until we see a negative result, then we cannot accept your dog in any of our services.

UN-SPAYED/ENTIRE DOGS IN DAY AND OVERNIGHT BOARDING :

We may board both unspayed females (under 1 years old) and entire male dogs(at our discretion),as we base our decision whether to board a dog or not on the dog as an individual, and its own individual behaviour.

We do not board un-spayed females over age of 1 years/ after their first season, and we are exceptionally careful about introducing a new male (up to the age 1yrs old) who is entire, to our established group. This is to ensure the health & welfare of all dogs boarding are not compromised in any way.

Entire male dogs: If your male dog is entire, and they excessively mark/dominate, or are uncontrollably aggressive towards other members of their species, the boarding contract will be terminated with an immediate effect. In the case that this happens you will forfeit any refund. Please be aware all dog's behaviour is different in a new environment and may/will not be the same as they are at your home.

SENIORS & JUNIORS

We will not overnight board Senior dogs over the age of 9 with an immature/junior dog under the age of 1, due to the complexities of behaviours that may arise. This excludes Day boarding dogs. We will follow our Immature Dog Procedure.

EXERCISE OFF LEAD

We will only let your dog off lead if/ when we feel comfortable and confident to do so. So, if this is your dog's first stay with us or they have not been for a while, we will

work up to them being off lead if you have signed the owners permission. (Starting on lead, to a long line attached to me, to unattached longline, to off lead entirely) Your dog/s will be put back on a lead if I feel the dog(s) are not responding to my commands, even where consent for off lead exercise had been granted by owners.

MEDICATION

We are experienced in giving tablet & liquid medication orally, ear/eye drops. If your dog is on medication, alternative medicines (such as Joint Care, Dental Plaque off, Pad Balm) you will need to fill out a Canine Medication form. If they are using a 'buster' collar or onesie you will need to inform us and bring this with them. So far, i have not been asked to inject insulin but would be happy to do so if your vet is willing to show me how.

NAIL CLIPPING

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

VETERINARY RELEASE & INSTRUCTION

We are registered with our local veterinary practice at Highfield Veterinary surgery, White Stubbs lane, Broxbourne, EN10 EPZ, 019920440738. It is your responsibility to contact your veterinary practice prior to the booking to inform them that your dog will be boarding with us.

If your dog becomes ill or injured while boarding with us, it will be necessary for us to contact our vets and possibly your vets for advice or, if necessary, we may need to take them in for a medical appointment at our registered vet. If you request, we will contact you (if possible) in the first instance, prior to contacting the vet. We request that you fill in our Veterinary Release Form which provides consent for us to approve necessary treatment, up to a certain amount; and you, as the owner will assume full responsibility and pay for any required treatment. You agree that we are authorised either to take your dog to our registered veterinary practice for treatment, or to yours depending on distance. We at Scissor and Suds Pet services cannot be held responsible for any veterinary treatment that may result in loss, injury or death of your dog. If neither vet are available and in case of emergency we have the right to transport your pet to the nearest open and available vet including the royal veterinary college.

INSURING YOUR DOG & PET INSURANCE

All Dogs must be insured to use our services. We will ask you, the owner to bring your dog's insurance details to our meet and greet so that we can keep the details on file. It is your responsibility to provide up to date information and any failure to do so which results in additional costs, will be your responsibility. Any excess payments are to be made by yourselves.

DOG COLLARS & ID TAGS

All dogs by law, must wear a collar & ID tag. We will provide your dog with one of

our ID tags during their stay with us. Collars are removed if your dog is crated, & if necessary we will remove the collar if your dog likes to ruff and tumble during play, in our home, to mitigate any unnecessary injury.

EXERCISE & ENRICHMENT

Your dog will receive up to 2 daily walks during their stay; (where temperatures allow). All dogs will be walked on a lead when they are out, unless you have given signed consent that they can be off leash at certain times. We will always leash your dogs near roads. We ask that owners supply a transport harness for their dogs, if they have one so they can be appropriately and safely restrained using a dog seat belt in our vehicle, in the case we use our car to transport your dog to a walk further afield, If you cannot provide a halter and there in an unavoidable incident in our vehicles, you will forfeit any claim on our insurance or otherwise. If your dog does not like being in a car, we will look at local walks instead. Our car is fitted with a secure dog guard between the boot and back seats.

COVID-19 (2021/2022/EPIDEMICS)

During the Covid epidemic, we adhered to the business guidelines set out by DEFRA, CFSG and handover protocols (01.05.2021), plus the Government guidelines for Humans entering our home & garden. Even though it is now 2025, if required, we can wear a mask during our meet & greets, drop off collections, if this helps you feel safer. We can provide hand sanitizer.

WHAT OWNERS PROVIDE

All food and treats 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 consents) we will purchase a different type of food, to which we will invoice you for after their stay. Please also bring bedding, crates, specialist feeding bowls (if necessary), dog training pads, harnesses, & or transport harness, collars, leads etc, treats, grooming equipment, baby wipes, & any relevant medication.

PAPERWORK (REQUIRED FOR LICENSE)

All clients must complete & sign all relevant paperwork, including our terms & conditions, GDPR (privacy notice), dog boarding form, which includes the veterinary release form & owner's consents (compliance of Animal Welfare regulations), an enrichment programme form, and where required, a day boarding contract, a canine medication form etc. By signing the dog boarding form/ day boarding contract, and any other necessary forms that pertain to Scissor and Suds Pet services, you agree to accept, and are contractually bound by our terms & conditions. You also agree that the information recorded on the document before and where possible during our meet and greet is accurate.

LICENSING, INSURANCE, QUALIFICATIONS & TRAINING

All businesses that provide boarding or day boarding services, whether it is a kennel, day care or in a home setting, (not the dog's own home), must be licensed under the Animal Welfare Act (1963) & comply to the regulations set under The Animal

Welfare Regulation 2018. By leaving your dog with a Licensed business means that your own Pet Insurance and our Business Insurance is protected.

CONFIDENTIALITY POLICY.

Client confidentiality will be maintained at all times. Your details will be kept private and will never be used for any purpose other than caring for your dog.

DAYS OF BUSINESS

We are open throughout the year, although we will inform our regular clients of any holiday dates in advance.

DAILY RESTRICTIONS (NUMBER OF BOARDERS & DAY BOARDING DOGS)

Our boarding licence dictates the numbers we can have in, on any given day which includes 5 spaces for regular day care/ day boarding. We operate on a first come (deposit paid), first served basis. Should we have full capacity, we will recommend other licensed boarders wherever possible.

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

I agree to Scissor and Suds Pet Services terms and conditions and I am aware I am contractually bound by them.

Signature of owner: Date:
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GDPR :(Privacy Notice)

I,(name of the owner) give my consent that my details, and any data relevant to my dog using (business name) services, will be held on record by (your name/ business name) at the address of the business' property and be processed under the terms of the General Data Protection Act 2018.

In general terms this means:
I, Scissor and Suds have lawful basis, which in this case is to fulfil my contract with you (owner). My purpose is to look after your dog/s whilst you are away or anytime during a day. This data may be shared with colleagues, or relevant agencies, i.e. Veterinary staff, Police, RSPCA or rescue centres, Council & Government Departments if requested. If needed this may include processing your data to my colleagues, who if are outside the EU, I will have ensured have proper procedures in place.

Records will be securely kept, and will not be kept for any longer than deemed necessary. You have the right to ask for your records to be viewed, amended, or deleted and you have the right to withdraw consent. You also have the right to complain to the overseeing regulator, the ICO, (www.ico.org.uk) if you feel your data has not been handled correctly.

Signed:

Name:.....

Address

:.....

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Date:.....