



PawZ on Patrol Dog Walking/Drop ins/ Day Care/ Boarding

Terms & Conditions Agreement for Clients

PawZ on Patrol provides dog walking, drop ins, day care and boarding. Whilst your dog is in our care we will offer the following, where applicable and according to the service provided:

- Safe, clean and secure housing and travel.
- Safe and responsible entry and exit to your home (as agreed with the owner in advance).
- Fresh water and daily feeding (food provided by the owner).
- Medication administration (instructions provided by the owner).
- Daily exercise and playtime.
- Updates via text/email (as agreed).
- First aid administration and emergency veterinary care, if needed.
- An initial, free Meet and Greet followed by a trial walk/drop in/play date/day care/overnight stay- according to the requirements of your dog. All trials are to be paid for by the client according to our price list.

1. Booking & Payment

For day care, boarding and trial visits or stays:

- A 25% deposit is required to secure your booking.
- The balance must be paid in full at least 7 days before your dog's stay.
- Bookings made within 7 days of the start date must be paid in full at the time of booking.
- Additional stays/dates outside of the agreed booking dates/times will only be honored if PawZ on Patrol have availability and must be arranged and agreed in advance.
- If you collect your dog later than agreed, there will be an additional cost of £10 per hour.
- If you collect your dog earlier than agreed, there will be no refunds for this.
- All payments are to be made by bank transfer as supplied by PawZ on Patrol.

For walking and drop ins:

- bookings must be paid in full on the day and no later than 48hrs after the service has been provided. Any late payments will incur an additional £5.00 processing fee.



2. Cancellations & Refunds

- More than and up to 14 days' notice: Full refund.
- 7-14 days' notice: 75% refund of the total booking fee.
- Less than 7 days' notice: 50% refund.
- If PawZ on Patrol needs to cancel due to unforeseen circumstances, you will receive a full refund.
- Any wrongful or misleading information in the Pet and Owner's information sheets may constitute a breach of terms of this Dog Day Care / Boarding Contract and could be grounds for instant termination thereof and no refunds will be given.
- For walking and day care, any cancellations with less than 24 hours' notice will be charged in full unless there are unforeseen circumstances and at PawZ on Patrol's discretion.

3. Owner Responsibilities

- Provide accurate information regarding your dog's:
 - Vaccination status (must be up to date for distemper, parvovirus, and adenovirus) Kennel Cough vaccine is recommended.
 - Flea, worm, and tick treatments.
 - Medical history, allergies, and behavioural traits.
- Supply enough food, medication, and comfort items for your dog's stay.
- Inform us of any changes in your dog's health or behaviour prior to boarding.
- The Owner certifies that the dog is in good health and has not been exposed to any contagious diseases in the past 30 days.
- The Owner agrees to be fully responsible for any costs, damages, or injuries caused by their dog to other animals, people, or property while in the care of the PawZ on Patrol, unless caused by gross negligence or intentional misconduct by PawZ on Patrol.
- The Owner completes a Dog Care Record form. Failure to complete and return this form would mean that PawZ on Patrol would be unable to provide their services.

4. Dog Behaviour

- Dogs must be well-socialised and safe to board in a home environment.
- Dogs must get along with children aged 8 upwards
- Aggressive or severely anxious dogs may be refused boarding.
- If your dog displays aggressive behaviour during their stay, you may be required to collect them immediately. Alternative arrangements may be made at your expense.



5. Emergencies & Veterinary Care

- If your dog is injured or becomes unwell, PawZ on Patrol holds an up to date canine first aid certificate and will make an initial assessment and then seek veterinary advice.
- In any situation you will be contacted about your dog's health.
- In an emergency, we will first attempt to contact you and your nominated emergency contact to inform you of the recommended course of action.
- Veterinary treatment will be sought from your nominated vet or an alternative vet if required.
- You will be required to sign a veterinary release form as a precaution should this unlikely event occur.
- You are responsible for all veterinary costs incurred during your dog's stay.

6. Insurance & Liability

- We hold public liability insurance suitable for home boarding (proof of this can be requested if required)
- We hold a dog boarding license authorised by Sunderland City Council. License number:
- No liability is accepted for:
 - Pre-existing medical conditions.
 - Illnesses that arise despite due care and vaccination.
 - Accidents or escapes where reasonable precautions have been taken in line with PawZ on Patrol's policies and procedures.
- The Owner understands that while every effort will be made to ensure the safety of their dog, unforeseen events can occur.
- The Provider is not liable for any illness, injury, escape, or death of the dog unless caused by gross negligence or intentional misconduct by PawZ on Patrol.

7. Abandonment

If the Owner does not pick up the dog within 2 days of the scheduled pick-up date and does not contact PawZ on Patrol, the dog may be considered abandoned and surrendered to animal control or a rescue organisation. The Owner remains liable for all fees incurred.



8. Personal Belongings

- We cannot accept responsibility for the loss or damage of any items you leave with your dog unless caused by gross negligence or intentional misconduct by PawZ on Patrol.

9. Data Protection

- Your personal data is stored securely and used solely for providing boarding services.
- You may request access to or deletion of your personal data at any time.

10. Complaints

- Please raise any concerns during your dog's stay directly with us so we can address them promptly.
- Formal complaints should be submitted in writing to pawzonpatrol25@gmail.com and will be responded to within 5 working days.

10. Acceptance of Terms

- By booking your dog's stay, you confirm that you have read, understood, and accepted these Terms & Conditions.

Please tick to say that you have read and understood our Terms and Conditions above: ☐

Agreement & Signature

By signing below, both parties agree to the terms and conditions of this agreement.

Owner's Signature: _____ **Date:** _____

Provider's Signature: _____ **Date:** _____