



# Paws and Claws Care

15 Wordsworth Drive, Kenilworth, CV8 2TB 07895 670915

Janine@pawsandclawscare.co.uk

## Terms and Conditions

Paws and Claws Care (PaCC) Walking, Daycare and Home Boarding Service aims to offer the best standard of care for your dog and we promise to use all reasonable endeavours to provide a suitable home for your dog(s) based on the information provided by our clients in the booking form. By agreeing to use PaCC Services through completion of the booking form and payment of the booking deposit, customers agree to the following terms and conditions.

- Clients agree to provide PaCC with full and detailed information about their dog(s). In particular, the client undertakes to make a full and frank disclosure on the booking form of any matter, fact, or characteristic concerning their dog(s) which might impact on the care of their dog including, but not limited to, behavioural or health matters, anti-social behaviour including aggression, separation anxiety, destructive behaviour, excessive pulling on the lead, propensity to run away on walks or from the home/garden, incontinence, phobias or fears, excessive loud barking or whining etc
- Should the dog(s) show aggressive behaviour to us or any member of our family or their behaviour becomes uncontrollable or a nuisance beyond reasonable acceptance, the dog(s) will be placed in an alternative safe environment and any additional costs, including a £20 transfer fee, will be met by the owner. The client further agrees that if their dog attacks, or is involved in a fight with another dog, (and/or person) causing injury to that dog (or person) they will be responsible for any losses incurred as a result including, but not limited to, payment of veterinary fees in respect of injuries to another animal caused by their dog.
- The client's agreement with PaCC is conditional upon a mutually satisfactory meeting between the client, with the dog or dogs who are to be boarded.
- Delivery and collection dates must be adhered to as PaCC may have other bookings. If a booking needs to be extended for any reason clients must notify us as soon as possible and PaCC will try to keep the clients' dog(s). If with or without notice the client delivers their dog a day earlier or collects their dog a day later, the client agrees to pay the PaCC the daily fee in force at that time for each additional day or days taken plus an additional cost should extra staffing be required.
- Sufficient food and supplies must be left with PaCC for the duration of the stay. Any additional supplies that are purchased by the PaCC must be reimbursed by the owner when they collect their dog(s).
- PaCC reserves the right to charge for any damage (other than reasonable wear and tear) caused by the client's dog to our home or furnishings during the course of the dog's stay.

- Unless otherwise agreed, your dog will be exercised on a flexi-lead. If the client wishes PaCC to exercise their dog off lead, they must sign an off-lead instruction on the booking form, under which the client accepts responsibility for third party liability.
- Should the Emergency Contact specified in the booking form not be available during an emergency, agreement is given to PaCC Service to make any decision necessary regarding the dogs health provided it is acting in the best interests of the dog(s) and is on the advice of a qualified veterinary surgeon. All veterinary bills incurred during the period of the booking, as well as other incidental expenses such as transportation costs to the veterinary surgery, will be paid by the owner. Transportation to the veterinary surgery will be charged at a cost of £15 plus 45p a mile.
- To confirm a booking the booking forms must be returned to PaCC with a 25% deposit to secure the booking. Dates are available to be booked by all clients until deposit is received to secure booking. The balance of the fees are to be paid to PaCC on commencement of the dog(s) stay.
- Cancellations must be notified in writing by e-mail to [Janine@pawsandclawscare.co.uk](mailto:Janine@pawsandclawscare.co.uk) OR by post to 15 Wordsworth Drive, Kenilworth, Warwickshire, CV8 2TB

If any booking is cancelled by the owner there will be a minimum administration charge of £25 deducted from the following refunds:

- More than 30 days notice – full refund
- 20–30 days notice – 50% refund
- Less than 20 days notice – no refund
- Bookings for busy periods eg: Public Holidays/Easter Break/Christmas Break etc – Refunds by discretion

PaCC reserves the right to decline to care for any dog we consider to be visibly unwell at the time of leaving the dog with us.

We also reserve the right to withdraw from a booking with an un-spayed bitch in season, or due to come into season, whilst resident with us. In these eventualities it is unlikely that we would be able to provide an alternative carer. PaCC will not be liable for any costs incurred by the dog's owner in the event of such cancellations.

If any dog is not collected, or the owner or emergency contact have not contacted the PaCC office within 7 days after the due collection date stated on the booking form, it will be considered that the dogs have been abandoned and PaCC reserve the right to place the dog with an animal charity. Any costs incurred will be the responsibility of the owner.