

Happy Hounds

Beverley, East Yorkshire

Personal loving care when you're not there



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TERMS AND CONDITIONS OF BUSINESS FOR OVERNIGHT BOARDING & DAYCARE SERVICES (Effective 3 April 2023)

Payment

All major credit cards / debit cards & cash are accepted (except AMEX). Cheque payments are not accepted.

Overnight Boarding – Prices & Supplements

£23 per night for one dog + £17 per night for subsequent pack family dog members sharing the same kennel, up to a maximum of three dogs per kennel regardless of the size and breed of dog. Pets are charged from the day of their arrival and on the basis of an AM checkout between 8am to 10am on their scheduled collection day or between 9am and 12 Noon if the collection is on a Sunday. Checkout between 4pm to 6pm on their scheduled collection date is classed as an additional full day and will incur an **additional overnight charge of £23**. We do not accept daycare bookings following an overnight stay on the day of the scheduled collection date in order to extend a cheaper late afternoon collection.

Dogs arriving after or collected before the pre-booked dates will be charged the full price of the original booked stay – regardless of reason. The charge for the entire stay of the booking (minus any deposit payments) is to be paid in full on checkin.

During November to March (and at other times of particularly cold weather) there is a standard **Winter Energy Supplement charge of 50p per dog per night as additional / increased heating is provided overnight and during the day.**

Single Overnight Supplement: All one-night bookings will incur a supplement charge of £5.00 per dog for a single night stay whereby the dog is collected the following morning between 8am - 10am (9am -12 Noon on Sundays). For dogs checking out between 4pm - 6pm after one night's stay, this is classed as two days and the Single Overnight Supplement will not be charged.

Bank Holiday Overnight Supplements: There will be a supplementary charge of £5.00 per dog for all guests staying overnight on the following 2023 dates:

Friday 7 April (Good Friday)	Monday 10 April (Easter Monday)	Monday 1 May (Early May Bank Holiday)
Monday 8 May (King Charles III Coronation)	Monday 29 May (Spring Bank Holiday)	Monday 28 th August (Summer Bank Holiday)

PLEASE NOTE -THE BUSINESS WILL BE CLOSED FOR THE CHRISTMAS & NEW YEAR PERIOD FROM 6.00PM ON FRIDAY 22 DECEMBER TO 8.00AM ON TUESDAY 2 JANUARY 2024 INCLUSIVE. WE WILL NOT BE ACCEPTING BOOKINGS FOR THIS PERIOD AND THERE WILL BE NO DOGS ON SITE DURING THIS TIME. WE WILL RE-OPEN FOR OVERNIGHT BOARDING, DAYCARE & GROOMING SERVICES ON TUESDAY 2 JANUARY 2024.

Deposit Payments & Cancellations - during busy periods of high demand (for example, but not exclusive to; Easter, Summer and Public Holiday periods) and at the discretion of the owners of the business, a **25% deposit may** be required when making a booking to secure your reservation. The balance payment will be due on checkin. We request that all cancellations are to be made in **writing and with a minimum of 30 days' notice of the scheduled checkin date.** Where cancellations have been received giving more than 30 days' notice, a full refund will be given.

Cancellations made within 30 days of the pre-booked arrival date, are subject to a 25% charge of the total value of the entire pre-booked duration. Where we can, we will offer options to swap pre-booked dates within a reasonable time period to mitigate against unnecessary charges, but we must highlight that it is not always possible to reschedule in a timely manner and kennel space is always subject to availability. Amendments to pre-booked overnight boarding dates (for a reduced number of days & / or to swap for a daycare booking), made within 30 days of your dogs scheduled arrival date, may also be subject to a cancellation fee of 25% of the total value of the cancelled dates.

Cancellations made within 24hrs of the arrival day and / or 'no shows' will be charged 100% of the total value of the booking. We do not hold any credit / or 'day's owed' due to any form of cancellation. If proof of all current vaccinations (new customers or expired certificates from existing customers) is not shown on arrival, we will not accept your dog for boarding and your deposit will not be refunded and /or you are liable for 100% charge of the total cost of your dog's pre-booked stay.

PLEASE SEE ANNUAL BOOSTER VACCINATIONS & KENNEL COUGH SECTION FOR FURTHER DETAILS.

Daycare Boarding

£17 per dog up to a maximum of three dogs from the same pack family sharing the same kennel, regardless of the size and breed of dog. There is no multi dog / family discount. All charges are per dog per day for checkin between 8am to 10am and checkout between 4pm to 6pm on the same day – Monday to Saturday. **There is no daycare service available on a Sunday, any Public Bank Holiday or during the Christmas and New Year holiday period.**

There is an additional charge of £5.00 per dog, for late collections out of these hours and ONLY by prior arrangement up to 7pm. No collections are permitted after 7pm. In the event of a failed collection by 7pm, pets not collected by this time will be charged an additional nightly rate (subject to overnight boarding availability). If there is no overnight availability, the owner / or the registered emergency contact will need to collect the dog.

Payments & Cancellations - we appreciate that by its very nature, doggie daycare bookings need to be flexible, however, late cancellations (often within 24 hours of arrival) and repeated no shows, continue to have a major financial impact on our business.

We will always endeavour to be as flexible as possible, but cancellations must be made in writing (email and or txt message is acceptable) within 5 clear days of the pre-booked daycare date. Telephone calls and voicemail messages are NOT ACCEPTABLE. Cancellations made within 5 clear days of the pre-booked arrival date will incur the full charge of the £17.00 daycare fee. Where we can, we will offer options to swap this date within a reasonable time period (within the same week) to mitigate against unnecessary charges, but we must highlight that it is not always possible to reschedule in a timely manner and kennel space is always subject to availability. The charge for your dog's daycare is to be paid in full on checkout, however, for regular customers (a minimum of two daycare bookings per week / every month) a weekly payment / direct debits / BACS transfer plan MAY be arranged (subject to approval). Where prepayment has been made followed by a late cancellation, we will endeavour to re-schedule the daycare at no additional cost, but this may not always be possible. We do not hold any credit / or 'day's owed' due to any form of customer cancellation. During busy periods of high demand such as school holiday periods, business emergencies or for any other reason deemed necessary by the owners of the business, there may be a restriction of daycare availability on specific days resulting in the business cancelling pre-booked daycare sessions. In this event, customers will be given as much advance notice of this as possible and any prepayments given will be refunded.

If proof of all current vaccinations (new customers or expired certificate from existing customers) is not shown, we will not accept your dog for boarding, and you are liable for the full daycare fee. PLEASE SEE ANNUAL BOOSTER VACCINATIONS & KENNEL COUGH SECTION FOR FURTHER DETAILS.

Drop Off & Collection

Please ensure you drop off and collect within the stated opening times:

- ✓ Monday to Saturday: 8am to 10am and 4pm to 6pm.
- ✓ Sunday: 9am to 12 Noon (there is no late afternoon collection or drop off on a Sunday).

Our overnight and daycare service drop off and collection times are the same. We cannot accept or return your pet outside of these times without prior arrangement (please see booking & payment terms for supplementary charge details). If you are unable to collect your pet on the scheduled collection date, then you must ensure you or your nominated person contacts us. If possible, we will allow your pet to stay for the extra time at our standard rates.

You must ensure your pet is always on a lead whilst you are transferring them to our reception or returning to your vehicle on our carpark. Customers are ultimately responsible for the safety of their dog during this time, and should any dog slip their lead or there be an altercation between any dog during this time, Happy Hounds is not responsible for any personal injury or damage.

Early Pet Collections & Emergency Contact Responsibilities

Dogs that are collected before the pre-booked collection date, will be charged the full price of the original booked stay regardless of reason.

Your emergency contact may be required to authorise treatment for your pet and you must ensure your contact is aware of their responsibilities. In extreme cases, where we feel there is a danger to our staff or we feel your pet is not suitable for the boarding environment, we may decide to return your pet to you or your nominated emergency contact prior to the scheduled / pre-booked collection date.

You must ensure your emergency contact is aware of this and has the facilities to take back your pet in these circumstances. Should we need to ask you or your contact to collect your pet due to their behaviour then you will be liable for the full cost of your pet's stay. Failure to collect the dog will evoke the Happy Hounds Abandoned Animal Policy. Dogs that are collected before the pre-booked collection date, will be charged the full price of the original booked stay. The charge for the entire stay of the booking (minus any deposit payments) is to be paid in full on checkin. Should we need to return your pet due to a kennel emergency evacuation then you will not be charged for the balance of the booked stay.

Annual Booster Vaccinations and Kennel Cough

Your dog **must** have ALL the up-to-date annual booster vaccinations, including but not limited to: Distemper, Hepatitis, Parvovirus, Parainfluenza, and Leptospirosis. The treatment must have been given at least two weeks prior to your arrival date and the next vaccination date must be on a date after your collection date. Puppies are accepted from 4 months (16 weeks) of age.

If proof of all current vaccinations (new customers or expired certificates from existing customers) is not shown on arrival, we will not accept your dog for boarding and your deposit will not be refunded and /or you are liable for 100% charge of the total cost of your dogs pre-booked stay.

A TITRE certificate may be presented as an alternative to a vaccination certificate for veterinary medical proof that your dog has the appropriate antibodies that do not warrant an annual vaccination booster.

Kennel Cough - Vaccination against Canine Infectious Bronchitis (Kennel Cough) is not mandatory but is recommended.

Important Note: It is still possible for your dog to contract Kennel Cough even though it has been vaccinated, this is due to the high number of different strains of the virus and the vaccine only immunises your dog from a very small number of them. Should you choose to give your dog the kennel cough vaccine, this **MUST** have been administered a minimum of two weeks (14 DAYS) prior to their scheduled arrival date. The common Kennel Cough vaccine is classed as a 'live vaccine' meaning that it can 'SHED' the vaccine strain for a number of weeks after the date it was administered – meaning that your dog could infect other dogs with Kennel Cough.

If it becomes known that your dog has received the Kennel Cough vaccine within 14 days of their scheduled arrival date – we will not accept your dog for overnight boarding or daycare and any deposit payment made will not be refunded and you are liable for 100% charge of the total cost of your dogs prebooked stay.

Flea and Worm Treatments

All pets should have been recently treated for fleas and worms. Should we find any pet hosting fleas/worms at the time of checkin, we may not accept your dog for boarding and your deposit will not be refunded and you are liable for the full cost of your dog's stay.

If your dog is known to require flea or worm treatment at checkin and should we choose to accept your dog for boarding, full payment is required for the treatment of the condition (which will have been guided by our registered vet).

Should it become apparent that your dog requires flea or worm treatment whilst it is boarding, the appropriate medication (advised by our registered vet) will be administered, and the customer is required to pay for these fees and any associated costs related to deep cleaning the surrounding environment considered appropriate by the management.

Medical Condition / Injury or Illness / Insurance & Veterinary Release Authorisation

All dogs must be fit to board, in good condition and have a reasonably good temperament. If your dog has a pre-medical condition and is deemed suitable / fit to board (in agreement with the business and or in consultation with the owner's vet) any medication required should be supplied in sufficient quantity for the duration of their stay along with clear written details for the administering of the medication. Any costs involved in obtaining a further supply will be the owners responsibility and must be paid when collecting your dog.

Every care and attention will be given to your dog whilst boarding with us, however all dogs are boarded entirely at their owner's risk. We recommend that your dog has the necessary insurance cover but this is NOT mandatory. Please notify your insurance company and / or vet that you will be using our services and for your added peace of mind, we urge you to seek clarification regarding their policies about third party care while you are away.

In the event that your dog becomes ill during boarding and we feel that urgent veterinary care is required, we will attempt to contact the owner or the emergency contact to discuss the condition. If for any reason we are unable to consult with the owner or emergency contact, we will contact your nominated vet and liaise accordingly to seek the medical care that the dog needs. Should your nominated veterinary centre not be available and / or the medical urgency is deemed necessary, we also reserve the right to contact another veterinary practice or take your pet to our own nominated 24hr vet. All veterinary costs are to be settled by the owner and it will be the owners' responsibility to claim back any cost from their insurer. Costs may include, but are not be limited to; veterinary call-out fees, transportation, treatment, medication and veterinary accommodation costs.

You must complete the Veterinary Release Authorisation section of the Customer Registration Form confirming that you give full permission for veterinary care and that you are responsible for ALL associated costs incurred in the provision of treatment and care for your dog(s) should they need it during their stay.

Food and Special Dietary Requirements

We require you to provide sufficient food for the duration of your pets stay. Maintaining your dogs' usual diet is better for their digestion and helps to mitigate against an unsettled stomach and / or cause of stress. We can cater for raw or dry food dietary needs and any combination in between. We can also provide our own dry dog food, but this will be at an extra charge of £1.25 per meal / per dog. Clear instruction on your pets feeding regime must be given at time of booking. **Please do not bring feeding / drinking bowls as these will be supplied.**

Your Pets Temperament / Behaviour

Owners must inform us if their dog has any aggressive tendencies towards humans or any other animals and / or if they have ever been attacked by another dog or bitten a human.

We reserve the right to refuse to board any dog that, in our opinion, feel would be unsuitable to be in the boarding environment.

Should your dog display aggressive behaviour and / or excessive barking behaviour that warrants removal from the kennel facility at the earliest possible opportunity, the owner or the emergency contact will be requested to collect the dog. Failure to collect the dog will evoke the **Happy Hounds Abandoned Animal Policy**.

Though we emphasise we will take the best of care of your pet during their stay, we do not accept responsibility for injury due to the behaviour of your dog whilst boarding with us.

The pet owner is fully responsible for any loss damage injury or cost incurred, as a result of your dogs' behaviour, that is inflicted on any staff member, visitor, property (including beds and bedding) or any other dog that is boarding with us. Damage to beds and or bedding caused by chewing may be charged at: £25 per bed and £5 for vet bedding / blankets. This cost will need to be paid when collecting your dog.

If you have requested that your pets are boarded together, we will accept no responsibility for any injury incurred due to your pets fighting with each other. We also reserve the right to separate your pets should we deem it necessary for their, or others safety. If another kennel is used for this purpose the owner will be responsible for the cost at our current daily rate.

Excessive Barking, Noise and Disruption

Whilst it is expected that dogs bark, excessive and / or constant barking can lead to stress and unacceptable levels of anxiety of the dog and of other dogs boarding with us. Every effort will be made to safely calm the dog creating the noise and the appropriate action taken to determine why the dog is in distress, but some dogs are simply not suited to a kennel environment. In the interests of the wellbeing of all of our guests, should it be deemed necessary to remove the dog from the premises, we will contact the owner / emergency contact to arrange collection of the dog. Should we need to ask you or your emergency contact to collect your pet during its stay, due to their behaviour then you will be liable for the full cost of your pets stay.

There are certain breeds of dog known to find the kennel environment challenging and at the discretion of the kennel management, bookings for these specified breeds will not be accepted. Details of these breeds are available on request.

Belongings

You can bring your own beds, toys, blankets etc. and they must be clean and parasite free. Please clearly mark belongings you wish to bring and leave with your pet. Though we make every effort to ensure no item is lost, we will be playing with your pet on a regular basis and items may go missing, get chewed, broken or soiled. We do NOT accept any responsibility for these items and reserve the right to dispose of any item that is damaged or beyond repair / cleaning.

Any lost property will be kept for one month and if not claimed will be donated to a local animal charity.

Microchipping

As of the 6th of April 2016, all dogs are required by law to be microchipped (unless exempt by a vet). We are not able to accept dogs that are not microchipped.

Dog Collar and ID Tags

Dogs must wear a collar complete with ID tag. The collar is required in order to safely control / hold onto your dog. In the UK, the Control of Dogs Order 1992 states that any dog in a public place must wear a collar with the name and address (including postcode) of the owner engraved or written on it or engraved on a tag. Your telephone number is optional (but we would recommend this). This is in addition to your dog being microchipped.

You can be fined up to £5,000 if your dog does not wear an identification tag.

Abandoned Animals

In the event that your pet has not been collected within 24 hrs of the scheduled collection date and / or if your pet needs to be urgently removed from the kennel facility due to any disruptive or aggressive behaviour, we will attempt to contact you or your emergency contact to arrange immediate or swift collection in the shortest possible time.

If no contact is made and/or no return date agreed, then we reserve the right to have your pet moved to a re-homing centre. We also reserve the right to take legal action to recover any cost incurred in boarding, feeding, treating and re-homing your pet.

Parking

The use of our carpark is entirely at your own risk and Happy Hounds take no responsibility for any damage or loss of personal belongings caused during its use.

Customer Registration Form

By completing and signing our Customer Registration Form, your participation constitutes acceptance of our Terms and Conditions of Business as outlined in this document.

It is the customers responsibility to notify Happy Hounds of any changes / revisions to the original Customer Registration Form on file. Happy Hounds is NOT responsible for the failure of the care of your dog resulting from out-of-date information.

Please return the Customer Registration Form to:

Happy Hounds, West View, Long Lane, Beverley. East Yorkshire HU17 0RN or email the completed form to:

info@happyhounds-beverley.co.uk

If you are unable to sign the Customer Registration Form, please state in your email that you agree to our Terms and Conditions of Business, you will be required to sign the Customer Registration Form when checking in your dog.

To minimise your wait on the checkin day, we advise you return the completed registration form within 48 hours of your dog arriving at Happy Hounds.

Data Protection

Happy Hounds takes your privacy very seriously. We only collect and retain client information pertinent to the legitimate business purpose of caring for your dog. We will never share this information with any third-party organisation. For full details of our **Data Protection Policy** and our **Data Privacy Notice**, please refer to www.happyhounds-beverley.co.uk

Governing Law, Jurisdiction and Complaints

This contract (including any non-contractual matters) is governed by the law of England and Wales. Disputes can be submitted to the jurisdiction of the Courts of England and Wales or where the customer lives in Scotland or Northern Ireland, in the courts of respectively Scotland and Northern Ireland.

Happy Hounds reserves the right to amend its Terms and Conditions of Business without prior notice.

These Terms and Conditions are effective 3 April 2023 and supersede any previous versions.