



The Barn, Oaks Cross Farm, Hooks Cross, Herts, SG14 3RY.

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www.kailstails.co.uk

Terms & Conditions for Kail's Tails Dog Daycare

The following terms and conditions are non negotiable.

All bookings, either confirmed or pending, are subject to Kail's Tails Dog Daycare Terms & Conditions, and your continued use of our services confirms your acceptance of the terms in force each time you use Kail's Tails Dog Daycare. The Terms & Conditions set out an agreement between 'you' the owner and Kail's Tails 'the carer'.

Main Points to note:

- Bitches in season cannot attend daycare until their season has finished
- Dogs that have had a Kennel Cough vaccination cannot attend Kail's Tails for 30 days.
- Proof of immunity from disease is required, preferably by way of blood titer test or VacciCheck report, although we also accept the chemical annual vaccinations card issued by the vets.
- Every dog must be microchipped and evidence of the microchip number is required, dogs will be scanned to ensure that the information correlates
- The safety and security of your dog is paramount therefore we require a passport photograph of every person that will collect your dog, which will be kept on file – your dog will not be released from Kail's Tails to anyone for whom we do not have photo ID.
- Should an emergency arise where you are unable to collect your dog and will need to send someone new then an email from your recognised address and a phone call confirming who will be collecting is required
- Every dog must wear a collar and be walked from your vehicle to the Kail's Tails reception on a lead. Please be aware that we are within a working livery and we will not tolerate any dogs scaring the horses.
- Please do not allow your dog to wee inside or outside the reception area.
- We respectfully ask that you prevent your dog from jumping up on, clawing, pawing and scratching the reception area doors, counters and glazing.

Bookings & cancellations

- You must give at least 48hrs notice if you need to cancel or amend your booking. If you cancel less than 48hrs before your booking is due to take place, you will be liable for the full cost of your booking. Kail's Tails may permit payment to be transferred to another booking at their discretion, in exceptional circumstances only.
- Fees are non refundable if you cancel your booking with less than 48hrs notice or fail to drop your dog off as planned/booked, or your dog is collected earlier than planned irrespective of the reason for early collection.
- In the event of any emergency and Kail's Tails being unable to proceed with the daycare of your dog, we will refund any monies paid for bookings that Kail's Tails cancels.
- We reserve the right to cancel a booking for operational or other reasons and without any liability to Kail's Tails.

Block bookings:

- All block bookings must be pre-paid at the time of booking either by cash, bank transfer or card.
- You must give at least 48hrs notice if you need to amend any of your pre-booked days.
- All five bookings must take place in one six-week period

Fees and times

- We are open from 08:00 until 18:30 Monday to Friday, and our charges are as follows:

Full Day - £30 per dog (over 5 hours and up to 10.5 hours*)

Half Day - £25 per dog (up to 5 hours**)

Weekly rate/five days block booking - £140

Trial - £15

Multiple Dog Discount Discounts are available for the full day only. Two dogs from the same household per full day is £50. Please call us on 07702218238 if you require information on discounts for 3 or more, or have any other discount related questions.

**If, due to traffic problems etc., you have difficulty in collecting your dog by our closing time at 18:30, please inform us at the earliest opportunity by text or phone call to 07702218238. If we haven't heard from you by 18:30 (6.30pm) we confirm that we will ensure the further comfort and safety of your dog and you confirm that you agree to pay an additional charge of £5 per 10-minute over-run or part thereof. Additional charges are payable at the time of collection of your dog either by card or in cash.*

***Full day rate of £30 will apply to half day bookings if you pick your dog up after your booked time of up to 5 hours*

Times in and out are logged for the safety and security of each dog and to adhere to the terms of our Boarding Licence.

- Your continued use of Kail's Tails Dog Daycare will be taken as confirmation that you agree to and accept all the terms listed above regarding Fees & Times and the charges related to our services.

Assessment

It is a condition of Kail's Tails Dog Daycare that every dog must attend a 3-hour assessment at a cost of £15 to be pre-paid at the time of dropping off your dog. Not every dog is suited to mixing with a large group of dogs and Kail's Tails reserves the right to refuse daycare for any dog deemed unsuitable for its daycare facility, and will inform you at the time of collection of your dog.

Drop Off

- Every dog **MUST** have a collar and lead attached to them when dropped off at Kail's Tails reception.
- We reserve the right to turn away any dog that arrives off lead or without wearing a collar. We are based in a busy livery and beside a main road. We have worked hard to get our Boarding Licence from the local council, and this could be revoked if a dog is injured outside our premises. We are grateful to you for your co-operation in respect of your dog's safety.
- No refunds will be given for dogs declined entry to Kail's Tails due to arriving without wearing a collar and lead.
- No refunds will be given if you collect your dog before the confirmed end time of your booking.
- When you collect your dog from Kail's Tails they will be handed over to you or your nominated person with their lead on in the reception area. This is a time of natural excitement for your dog and we would ask that you or your nominated person respect Kail's Tails' property and keep your dog's paws/claws off the door frames and glass, and prevent them from jumping up and clawing any of the reception counter. In the event that your dog causes damage to the reception area doors or glass or any of the counter area, you confirm that you agree to fully pay for the repair of the damages.

Non-collection

- You agree that, if your dog has not been collected at your pre-arranged time or by our current closing time and you have not advised us of any problem, an additional fee will become payable at the rate of £5 for each additional 10 minutes or part thereof.
- Dogs will be kept at the building until 19:00 (7pm). After that time, dogs will be put into a kennel of our choice and you will be liable for all costs including transportation to kennels.

- If you have not been in contact with Kail's Tails within 7 days of the time and date that your dog should have been collected and we have made every attempt to contact you and your emergency contact numbers without success, your dog may be put up for rehoming.

Vacci-check and chemical vaccinations

- All dogs must show current immunity to canine infectious diseases. It should be noted that 'vaccination does not equal immunisation' (Dr Will Falconer DVM).
- Documented proof of your dog's immunity levels will be copied for your dogs file at the time of their first visit to Kail's Tails. This is preferred by way of the VacciCheck (antibody titer test) report but we do also accept a vet's chemical annual vaccination booklet.

Worming etc.

- Worming, tick and flea treatments differ for every dog and you are welcome to confirm personal details with Kail's Tails ahead of your dog's booking.
- We do not require dogs to be treated over-regularly with chemical products as there are other treatments that work just as well and without harming an animal's long-term health.
- In the event of flea infestation, Kail's Tails will treat your dog at your expense and you may be additionally charged by Kail's Tails for furniture and dog bedding treatment.

Kennel cough

- No dog will be accepted for daycare if a Kennel Cough (Bordetella) vaccine has been administered within 14 (fourteen) days of the commencement of the daycare.
- You understand that, even if your dog is vaccinated with the Kennel Cough (Bordetella) vaccine, it can still contract kennel cough, which akin to the human cold.
- You confirm that you will not hold Kail's Tails responsible in the event that your dog contracts kennel cough whilst at our daycare facility.

Microchip

- No dog will be accepted for daycare if it is not microchipped and registered with up-to-date information on a national database.
- Evidence of microchip details will be recorded by Kail's Tails during the booking process on the first day of your dog's daycare.

Your dog – health and behaviour

- You agree to deliver your dog in a clean condition and also confirm that your dog has not been ill with any contagious disease or condition within 30 days of attending Kail's Tails.

- We are unable to accept wolf hybrids and dogs that have been the subject of any proven court case under the Dangerous Dogs Act 1991 (as amended). You confirm that you accept that should your dog become uncontrollable or destructive, they will be placed in isolation until collected.
- You confirm that your dog is non-aggressive. Should it show aggressive tendencies you accept that he/she will be kept away from all other dogs at our daycare, and that you will collect your dog as soon as possible after we have informed you that your dog is not suitable for Kail's Tails daycare.
- You agree that if your dog attacks or is involved in a fight with another dog and/or person causing injury to that dog or person, you 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 your dog.
- You must disclose any known dangers associated with your dog, such as a dislike of certain types/breeds of dog or people etc., or a propensity to seek out/eat certain household items such as tissues etc., or to jump over gates or fences. You confirm that you agree not to hold Kail's Tails liable for any injury or illness to your dog, whilst it is in our care, arising from any undisclosed information on your part.

Your dog – changes in information

- You agree to provide detailed, honest information on your booking form about your dog and agree to our Terms & Conditions.
- During your continued use of Kail's Tails services you agree to keep us informed of any changes to your dog's information.
- Failure on your part to disclose any matter whether material fact or not, which in our view might render your dog unsuitable for Kail's Tails daycare or cause injury or illness to your dog or any other dog in our care, will amount to breach of conditions and termination of your dog's daycare.

Bitches & seasons

- We are happy to accept bookings for un-spayed bitches, but you must inform us if you believe she will be due in season during her stay at Kail's Tails Dog Daycare.
- Please be aware that Kail's Tails will make every effort to protect your un-spayed bitch from unwanted male attention, but cannot be held responsible for any accidents that may occur, and any resulting unwanted pregnancy.
- If we are unable to accommodate your un-spayed bitch we will cancel your booking and refund any money paid.

Care of your dog

- Kail's Tails will care for your dog as you would and whilst we will make every effort to ensure

- your dog is cared for to our usual high standards, we cannot accept liability for loss, injury or death either inside or outside of the daycare facility whilst your dog is in our care.
- Kail's Tails cannot accept liability in the event of a dog escaping from our daycare facility or van transportation but will do everything possible in order to find a missing dog.
- If your dog has any tendency to escape from places or vehicles, you must disclose this information on your booking form.
- We reserve the right to decline bookings for dogs that are likely to try and escape or have any
- history of escaping.
- The payment of search teams and/or veterinary care costs resulting from the escape of any dog will be the responsibility of the owner.
- You confirm that you are the legal owner of your dog and understand that under no circumstances will Kail's Tails be liable for consequential damages or damages beyond the replacement value of your dog.

Food and feeding

- Please ensure that your dog has not eaten within 2 hours of attending Kail's Tails. Dogs
- running around and getting excited straight after a meal can cause bloat (Gastric Torsion), which can be very life-threatening.
- You confirm that you agree not to hold Kail's Tails liable for any illness or injury to your dog arising from having eaten within 2 hours of attending our daycare facility.
- If you wish us to feed your dog during its day at Kail's Tails, you confirm that you agree that your dog will be rested away from the rest of our pack for 2 hours after eating to avoid gastric torsion. This is particularly important for dogs who are not fed a species-specific, biologically appropriate diet (BARF).

Social media

- If you do not wish your dog to be photographed or videotaped by Kail's Tails for use on social media and our website, you confirm that you will tell us, in writing, via email to kailstails@outlook.com and also note your wishes on your daycare booking form.
- In the absence of any email or other instruction from you, your continued use of Kail's Tails Dog Daycare will be confirmation that you consent for us to photograph and video your dog and use such photographs and videos on our social media platforms and our website.
- All photos and videos remain the property of Kail's Tails.

Illness, accidents and veterinary visits

- Kail's Tails will use all care to ensure the happiness, safety and welfare of your dog. However, if your dog becomes unwell or has an accident during their stay with us, we will take them to our local veterinary surgery – Walton Lodge. A £20 mileage/travel fee will be payable for each trip to the veterinary surgery and added to your Kail's Tails bill.

- In any emergency, you agree for Kail's Tails and advice from a qualified veterinary surgeon, to make any decisions regarding your dog's health/welfare, providing it is acting in the best interest of your dog. If you have other wishes regarding this point, please inform us at the time of booking and note the details also on your booking form and supply us with the name and emergency contact number for someone who will make any decisions on your behalf.
- You confirm that you agree you are responsible for payment of veterinary fees, no matter how they are incurred, whilst your dog/s is/are in the care of Kail's Tails, and that you will reimburse either the veterinary practice or Kail's Tails upon your return and/or collection of your dog/s. However, in the event that you are not a client of Walton Lodge Veterinary Surgery, Kail's Tails will settle your bill and you confirm that you agree to reimburse Kail's Tails at the time you collect your dog from either Kail's Tails or Walton Lodge Veterinary Surgery.
- If you wish Kail's Tails to take your dog to your own veterinary practice, you confirm that you agree to pay our £20 travel/mileage fee plus an additional 50p per mile over 10 miles from SG14 3RY.

Pet Insurance

- It is recommended, but not essential, that your dog be insured against sickness, accident, injury and third party liability prior to the start of its daycare with Kail's Tails.

Damage to the carer's property

- Your dog must not be known to chew, scratch or destroy furniture, fittings or bedding under normal circumstances.
- Should your dog's behaviour become uncontrollable, destructive or unreasonable, you accept that he/she could be placed in isolation until collected.
- You confirm that you agree to pay for any damages caused by your dog to the furniture/fixings at Kail's Tails, other than reasonable wear and tear, at the time you collect your dog.

Socialising

- You agree that your dog will socialise with other dogs and you accept the risk that, during normal play, dogs may sustain injuries.
- All dog play is carefully monitored by Kail's Tails staff to avoid injury but, despite the best supervision, scratches, punctures, torn ligaments or other injuries may occur.
- You confirm that you agree that Kail's Tails will not be liable for any illnesses or injuries resulting during your dog's attendance at its daycare facility and further confirm and agree to accept full liability for damages to property or injury to your dog, or other, if your dog escapes.

Public Liability Insurance and vetting

Kail's Tails is covered by business Public Liability insurance with Care Custody and Control extension liability to animals. However, our insurance does not cover any costs that may be incurred, either veterinary or other, as a result of sickness, accident or damage caused to or by any dog at Kail's Tails daycare facility.

Kail's Tails Code of Practice

- Kail's Tails shall practice with integrity, responsibility and trustworthiness and shall recognise its responsibility to its clients, clients' pets, clients' property, and society in general.
- The welfare of clients' dogs shall be paramount and shall not be made subordinate to commercial consideration.
- Dogs will not be left unattended.
- Kail's Tails will abide by all current Health & Safety legislation and all National and Local Laws and Byelaws.

I have read and understood the Terms & Conditions and by signing I agree to abide by them.

Name (PRINT)

Signature

Date

Sign Off Page to be retained by Kail's Tails

I have read and understood the Terms and Conditions and by signing I agree to abide by them. This page is part of the full Terms and Conditions document and is retained by Kail's Tails.

Name (PRINT)
Signature
Date