



## **Dog Boarding Terms & Conditions**

1. Bookings are not confirmed until the deposit has been paid. The deposit will be 25% of the full invoice amount, and is non-refundable.
2. The remaining balance is due 7 days before the start date of the boarding. This can be paid online using card, direct bank transfer, or cash/cheque. If paying by cheque please pay at least 14 days before the boarding start date to allow funds to clear.
3. Cancellations must be notified in writing to McMurray's Dog Walking. For cancellations more than 14 days before the boarding date then a refund will be provided for any monies paid, minus 25% deposit. If the cancellation is within 14 days of the boarding start date then no refund will be provided. *Under exceptional circumstances McMurray's Dog Walking may choose, at their discretion, to provide a refund for cancelled bookings that are within 14 days of the boarding start date, but this will be minus the 25% deposit and also subject to a £30 admin fee.*
4. You agree to provide full and detailed information on the Booking Form about your pet(s). Please inform us of any changes regarding your contact numbers, your pets care needs, your emergency contact details and any other pertinent information.
5. All dogs must be up to date with their vaccinations (canine distemper, infectious canine hepatitis, leptospirosis, and canine parvovirus), worming, tick and flea treatments. Vaccination courses must be completed at least 4 weeks before the boarding start date.
6. You must provide McMurray's Dog Walking with the vaccination booklet/card at the start of each board. You further agree to deliver your dog in a clean condition.
7. We take all reasonable precautions to reduce the risk of your dog becoming unwell but we can not be held liable if your dog becomes unwell or catches any illness due to socialising with the other dogs in our group or dogs that we may come into contact with while out in woods/parks/public spaces etc. You are reminded that it is your responsibility to ensure your dog(s) vaccinations are up to date (see section 5 above).
8. All dogs must be microchipped and the microchip number must be supplied to McMurray's Dog Walking for a board to commence.
9. In the event of any emergency if McMurray's Dog Walking is unable to proceed with the board we will endeavour to transfer the board to another carer or boarding kennel. We reserve the right at our discretion, to cancel the booking and refund your deposit without any liability to McMurray's Dog Walking.
10. We are unable to accept dogs with aggression problems towards other dogs or people or any breed that falls under The Dangerous Dogs Act 1991, or any dog hybrids registered under the Dangerous Wild Animal Act 1976 (e.g wolf hybrids).
11. We are happy to accept bookings for unspayed bitches, however if you believe your dog is due into season during her board you must inform us at the time of booking.
12. We are happy to accept entire males, providing they are not aggressive towards other dogs.
13. You understand that McMurray's Dog Walking have their own resident dog Jessi, and you are happy for your dog to be boarded within the same home.
14. You understand that McMurray's Dog Walking have a young child living in their family home, and you are happy for your dog to be boarded within the same home.
15. Although we will endeavour not to leave your dogs alone for prolonged periods, you understand that McMurray's Dog Walking is above all a family home, so there will be times when your dog may be left alone (running errands, school run, grocery shopping trips etc) but this will NEVER be longer than 3 hours, as per Bradford Council's home boarding licence guidelines.
16. You agree to supply enough food for the duration of your dog's board, bedding, lead and any toys which will help your dog to settle. If insufficient food is supplied at the start of the board you agree to refund McMurray's Dog Walking any costs incurred purchasing more food.
17. If your dog causes damage to McMurray's Dog Walking's home or belongings, other than reasonable wear and tear, you agree to reimburse any reasonable cost incurred to McMurray's Dog Walking. You also agree

that McMurray's Dog Walking may confine your dog to a crate/cage within our home if they are continually causing damage.

18. We can only accept dogs that are fully house trained. We understand that some dogs may have an occasional accident, or may "mark" when they first come into our home. If your dog messes/urinates more than this then a £5 cleaning charge per incident will apply.
19. If you collect your dog before the confirmed end date of the board you will not receive a refund.
20. If your dog is aggressive or bites during its board it will be moved to a kennel and a transfer fee of £20.00 will be payable by yourself upon your return. There will be no refund of the boarding fees you have paid to McMurray's Dog Walking and any additional fees charged by the kennels will be payable by you.
21. You agree to be responsible for all costs (including but not limited to medical care, legal fees etc) if your dog should bite another animal or person.
22. McMurray's Dog Walking will use all care to ensure the happiness, safety and welfare of your dog/s. If however your dog becomes unwell or has an accident during their board we will take them to a Veterinary Surgery. You agree to be responsible for payment of veterinary fees incurred upon your return. We do recommend that your dog is insured against sickness, accident, injury and third party liability prior to the start of the board. Our Veterinary Release Form gives McMurray's Dog Walking authorisation to take your dog/s to the vets if necessary, whilst also confirming you will either reimburse McMurray's Dog Walking any fees or pay the Veterinary Surgery directly, whichever applies.
23. Death - This is a distressing subject and thankfully something we have never had to deal with, however, it needs to be addressed. In the unlikely event that your dog sadly passes away while in our care, we will notify you as soon as possible and will then take your pet to your usual vet (or my vet if yours is out of area) until you decide what arrangements you wish to make. We will also report it to the local Council. We strongly recommend you have a post mortem to identify the cause of death as it helps everyone involved to have answers at this really difficult time. This of course, is your choice.
24. Your dog will be exercised for 1 hour every day. Your dog(s) will be walked in small groups of no more than 5 dogs per walker. You understand your dog will be walked in a group, and you are happy for your dog to socialise and play with the other dogs. All dogs are screened at the initial meet and greet for their suitability to be walked on our group walks.
25. It is McMurray's Dog Walking policy to exercise all boarding dogs on a lead. Through experience we have found this to be in the best interests of the dog.
26. Although we make every effort to ensure your dog/s is cared for to our usual high standards, McMurray's Dog Walking can not be liable for loss, injury or death.
27. Photos taken of your dog/s during the board will be the property of McMurray's Dog Walking and may be shared on our website and social media sites. Should you NOT wish for your dogs photos to be shared please let us know at the start of the boarding.
28. The boring legal bit regarding us storing and sharing your data: All personal details contained within this contract are stored in hard copy in a locked filing cabinet. All electronic details are stored securely to the best of my ability, by being encrypted and stored in the cloud on Google's servers.  
Your details and the details of your emergency contacts are only used to contact you should the need arise (e.g. in an emergency) and to provide photos and updates to you during the service.  
On termination of services all hard copies will be destroyed and electronic copies will be deleted after 2 years. However financial records of payment made will continue to be held for tax purposes, but account details will not be retained.  
No information held by us will be shared with any other party for marketing or advertising purposes. Yours and your pets details will be shared with a veterinary professional in the case of an emergency with your pet. No data held will be sold or distributed. Confidentiality is paramount.

I fully accept the above Terms and Conditions and I am happy to go ahead with a booking.

Signed:

Print:

Date: