



DOG'S FULL NAME

OWNERS DETAILS

Name			
Address			
Contact #		Secondary Contact #	

OWNERS EMERGENCY CONTACT DETAILS #1 (Not to be living at the same address as owner)

Their name			
Address			
Home #		Mobile #	
Do they know that they are your emergency contact person?			YES / NO
Do they have a car ?			YES / NO

OWNERS EMERGENCY CONTACT DETAILS #2 (Not to be living at the same address as owner)

Their name			
Address			
Home #		Mobile #	
Do they know that they are your emergency contact person?			YES / NO
Do they have a car?			YES / NO

DOG's DETAILS

Name:		Age :	
Breed:		Gender :	

LOVE POOCHES BOARDING AND DAYCARE REGISTRATION

Weight if known		
Dog's Microchip number:		
Was your dog born abroad?		YES / NO
I will need a copy of your dog's passport if born abroad & vaccination card And or your dog's travel documents if they have left the country since.		
Has your dog been neutered or spayed (cannot have or father puppies) ?		YES / NO
Has there been any issues with fleas or worms?		YES / NO
WE WILL NEED TO SEE YOUR VACCINATION CARD PRIOR TO A MEET AND GREET		
Date of recent flea treatment:		Date of recent worming treatment:
Date of recent yearly vaccination:		Date of recent KC vaccine:
Does your dog have any fears or phobias?		YES / NO
If yes please give details:		
Has your dog been attacked by another dog before? (Whether as a puppy or adult?)		YES / NO
If yes please give details:		
Has your dog attacked or reacted to another dog before? (Whether as a puppy or adult?)		YES / NO
If yes please give details:		
Has your dog bitten a human (adult or child) before?		YES / NO
If yes please give details:		
Has your dog snapped at a human (adult or child) before?		YES / NO
If yes please give details:		
Does your dog have a high prey trait/tendencies? (i.e. do they chase small animals)		YES / NO
If yes please give details:		
Does your dog live with a cat?		YES / NO
How does your dog react to cats in general? (at home, in the street, in their garden)		
Is your female dog pregnant or possibly pregnant?		YES / NO
When was your unspayed female's last season?		
Has your dog ever displayed reactive, fearful or nervous tendencies? (no matter how small)		YES / NO
If yes please give details:		
Has your dog been socialised with larger breeds or smaller breeds?		YES / NO

LOVE POOCHES BOARDING AND DAYCARE REGISTRATION

If yes please give details about how they got on:	
Is there any particular breeds your dog seemingly does not get on with (reacts to?)	YES / NO
If yes please give details:	
Does your dog bark a lot?	YES / NO
If yes please give details:	
Does your dog suffer from separation anxiety?	YES / NO
If yes please give details:	
Does your dog show any destructive behaviours, when you are not at home?	YES / NO

BEHAVIOURS	
Does your dog have obedience training?	YES / NO
Does your dog resource guard anything? (toys, balls, areas, humans, food, treats, water, their body?)	YES / NO
If YES what does your dog resource guard?	

MEDICAL AND DIET
Is your dog allergic to anything? If so please describe here:
Does your dog have any skin irritations, skin lumps or bumps? If so please describe here:
Is your dog on any medication? If so please fill in and sign a medication form.
Does your dog have any medical issues or special needs that we should know about?
Is there anything else we need to know?
If your dog is a senior dog over the age of 10 years, how is their health?

MEDICAL & CONTINGENCY PLANNING	
Please contact me if my dog becomes ill when I am away	YES / NO
Please contact me if my dog passes away, whilst I am away. (Particularly important for elderly dogs)	YES / NO

LOVE POOCHES BOARDING AND DAYCARE REGISTRATION

If YES please give details of where you will be staying & contact numbers.

If NO please make sure your EMERGENCY contact details are provided and updated when required. It is you, the owner's responsibility to inform them that they have been named as an emergency in your (owners) absence.

If your dog is under supervision of the vet due to serious/near fatal injury or illness or taken in to them in a serious emergency where end of life may occur, and they are indicating that it would be kinder to PTS your dog. Do you wish to know straight away or when you get back?

AWAY / BACK

Please see owner consents regarding Consent to Euthanise

If your dog passes away in my care, their body will be taken to my vets or yours until you return.

If anything was to happen to you whilst you were away (road accident, hospitalisation, death), excepting your secondary contact, who would you want me to place your dog with?

MY DOG'S FOOD CHART

	AMOUNT	WHEN Am, lunch, pm or specific times		
		Am	Lunch	Pm
RAW				
WET				
KIBBLE				
COOKED FOOD				
SPECIAL DIET				
MEDICATION OR SUPPLEMENT REQUIRED? YES / NO GIVEN HOW? (SEE MEDICATION FORM)		Do they use a slower feeder for eating their food? YES / NO		
		If your dog has dried kibble, do you scatter feed? (includes treat ball (enrichment tool)) YES / NO		
		Are they allergic to/ have a sensitivity to any type of food,/ ingredient (human or dog)? YES / NO		

How is your dog's food prepared?

LOVE POOCHES BOARDING AND DAYCARE REGISTRATION

YOUR VET DETAILS	
Who is your Vets?	
Pet Insurance details:	Company: Contact Number: Policy #:

If your dog requires a visit to the vet whilst boarding are you okay with me using and or taking advice from my registered vets?	YES / NO
If No, would you prefer me to take your dog to your vets and or take advice from them? (please note that if I am required to take your dog to your vets, I will need to charge you £1/mile to transport your dog there and return) As the owner you are responsible to inform your vet that your dog is staying at Love Pooches whilst you are away.	YES / NO

MEDICATION FORM

DOGS NAME (INCLUDING SURNAME of OWNER)
--

OWNERS NAME, ADDRESS , PHONE NUMBER	VETS ADDRESS & CONTACT DETAILS
EMERGENCY CONTACT DETAILS	

MEDICAL CONDITION(S):

DETAILS OF MEDICATION

Name of medication & details of what it is for. How to give it. (i.e.. Tablets with slice of cheese/disguised in a sausage?) Where does it need to be stored (fridge or dry place)	Frequency, quantity, time	How is it given: (Oral, topical, drops)
--	---------------------------	---

LOVE POOCHES BOARDING AND DAYCARE REGISTRATION

I hereby confirm that I am the owner of the named dog written above, and I authorise Jocelyn Baker of Love Pooches act as a guardian during my absence and agree for her to give my dog's their prescribed medication in accordance with our vets' instructions which is in the best interest of my dog's health & welfare. She will record if she is unable to administer any of the medication on my dogs' logs and inform both myself and or my dog's vet as a matter of course.

Signature of owner.....Date:.....

Medical conditions:

Please fill in the Veterinary Release form below

Veterinary Release Form

In the case that your dog may need veterinary support /treatment or hospitalisation whilst boarding with me, I ask that you, the owner, to fill out, agree and sign the following form.

Love Pooches Registered Vets is : Arun Veterinary Group, 2 The Strand, Goring By Sea, BN12 6DN.

To my own vet : (owners).....

Jocelyn Baker at Love Pooches is a Licenced Home Dog Boarding establishment who is licenced by the local Council and who has been contracted to look after my dog(s) whilst I am away. They have my consent to place them in either her registered vets care or mine in case of an emergency. They will attempt to contact me as soon as medical care is deemed necessary. However, in the event I cannot be reached immediately, I authorise you to treat my dog(s) and will be responsible for payment of any fees as stated below.

1. If my own named veterinarian surgery is not available, I give my consent for Jocelyn Baker to take my dog(s) to her registered vet or to the nearest animal hospital or emergency clinic.

2. I give consent for Jocelyn Baker to approve treatment up to £ . (initial amount) in the case you can't contact me, the owner, or my emergency contacts listed on my contract with the business. (see above)

3. INSURANCE DETAILS & POLICY No:

.....

4. I understand that Jocelyn Baker assumes no responsibility for the loss of my dog and is released from all liability related to treatment. I also agree to be responsible for all special services assessed by the licence holder named above for emergency transportation, care or supervision and will pay fees when I return from my holiday/time away.

5. Injury and Indemnification. If the owner's dog(s) accidentally dies, becomes ill or injured, as an owner I am within my statutory rights to make a claim through Love Pooches business insurance. It will be the insurance company's decision to accept or reject it. Love Pooches holds no responsibility for the outcome of such claims, or any payments made. If I the owner hold my own insurance, I can pursue a claim with them. I will not directly make a personal claim against Jocelyn Baker at Love Pooches. These terms do not affect my statutory rights.

In the event of the dog's death the owner will be contacted immediately, and the dog removed to the local vets for storage until the owners return. The owner can only be the one who can give consent for the dog to be Euthanised. However, this can be overridden by a qualified vet if they deem it in the dog's best welfare to euthanise & particularly if Joss has tried and exhausted all

LOVE POOCHES BOARDING AND DAYCARE REGISTRATION

means to contact me, the owner. Only a Qualified Veterinarian can Euthanise a dog. It must be humane & effective.

6. If my dog(s) has/have any health issues, this is stated in their Medication form, which the business holds on file.

This consent for treatment has no expiration date and, grants consent for future veterinary care without the need for additional authorisation each time the licence holder named above cares for one or more of my dogs unless otherwise noted.

Owner's name & signature.....Date:.....

GRASS SEED DISCLAIMER

I take great care to keep your dog safe on all walks and make every effort to check and remove grass seeds from their coat, ears, paws and skin daily. However, grass seeds are extremely small, widespread and can work their way into fur and body openings very quickly — even with the closest supervision and thorough checks.

By signing below, I acknowledge that:

☒ Jocelyn Baker / Love Pooches will take all reasonable precautions to prevent grass seeds affecting my dog.

☒ I understand that grass seeds can be difficult to spot and may cause irritation, injury or infection despite all care.

☒ In the event that my dog requires veterinary treatment due to grass seeds, I accept full responsibility for all veterinary fees incurred.

Owner Name (Printed): _____

Signature: _____ Date: _____

DAY TO DAY

Please write the words that your dog knows and their meaning so I can communicate with them _____

If you use anything other than a lead harness to walk please advise _____

If you use any other training equipment at home please advise _____

Is your dog cate trained YES/NO

Do they still use one YES/NO

Is your dog toilet trained YES/NO

EXERCISE				
Is your dog reactive or aggressive on a lead?				YES / NO
Do they pull on their lead?				YES / NO
RECALL				
How good is your dog's recall? (.)				
100%	75%	50%	25%	0%

LOVE POOCHES BOARDING AND DAYCARE REGISTRATION

What recall tools do you use?

Even though I've asked about recall (in the case your dog slips their collar/harness/lead.)
PLEASE BE AWARE **UNDER NO CIRCUMSTANCES WILL YOUR DOG BE WALKED OFF LEAD WHILST ON A GENERAL WALK.**

OWNERS CONSENTS. For your dog to use Love Pooches I need your permission/consent to do the following.

	YES	NO		YES	NO
BOARDING AT THE SAME TIME WITH OTHER DOGS FROM DIFFERENT HOMES Do you agree to your dog sharing the same space as others and my dogs whilst they stay with Love Pooches & their family?			EXERCISING & PLAYING & RECEIVING MENTAL STIMULATION WITH OTHER DOGS. Are you as the owner okay with your dog's participating with others?		
FOR DOGS FROM SAME HOUSEHOLD ONLY Dogs from the same household can be kept together. However, there may be times where it is necessary to separate them. Are you okay with me separating them?			FOR DOGS FROM SAME HOUSEHOLD ONLY Are you okay with your own dogs being in the same room together? Sleeping, eating? If not please explain why at the end of the consent section		
USING MY OUTDOOR SPACE TOGETHER. Are you as the owner okay with your dog's sharing the outdoor space/ my garden with other dogs?			BEING TRANSPORTED WITH OTHER DOGS IN MY VEHICLE. Your dog will travel in a crate suitable for its size, or in the back seat with a seat belt clipped to their harness.		
FEEDING Are you happy for your dog to be fed in the same room as another dog. <i>We are always in the room or close by when the dogs are eating to manage any situations that may arise, such as eating each other's food. Dogs who are resource guarders will always be kept separately.</i>			FUSSY EATERS If your dog is a fussy eater and refuses to eat what has been supplied to them for their holiday boarding. Do you consent to me purchasing other food types to maintain your dogs welfare? I will invoice you on your return for money owed.		
ENRICHMENT PROGRAMME. Are you as the owner okay with your dog's participating in active and effective environmental enrichment, both in inside and outside of my home, which supports physical and cognitive stimulation?			WALKING & EXERCISING OUTSIDE OF THE HOUSE WITH OTHER DOGS Your dog will only be one of up to 6 dogs to be walked at any one time. (as per Animal Welfare Regulations 2018, as per my insurance, as per my council's requirement) Each dog will be assessed to check compatibility to walk/ exercised together.		
EXERCISE & PLAY OFF LEAD IN A SECURED PRIVATE HIRE FIELD I consent to my dog being off lead ONLY in a secured non escape field.			WALKING OFF LEAD UNDER NO CIRCUMSTANCES WILL YOUR DOG BE WALKED OFF LEAD WHILST ON A GENERAL WALK. SEE WAIVERING AGREEMENT FOR SECURED FIELD.		
YOUR DOG RECEIVING DAILY HEALTH & BODY CHECK I am required under regulations to check your dog's entire body whilst the stay with me.			USE OF MUZZLING YOUR DOG. If your dog uses a muzzle, for any part of their day, are you ok with me using it? (This may include muzzling due to reactivity to having paws washed, being		

LOVE POOCHES BOARDING AND DAYCARE REGISTRATION

			towelled dried, being at the vets for a consultation, etc		
REMOVING MATTED HAIR WHICH CAUSES PAIN /SUFFERING. Should you dog's hair matts whilst with me, do you give me consent to gently remove areas that can cause pain?			BATHING, SHAMPOO, FOOT WASH Do you give me consent to ensure your dog is cleaned after any muddy walks		
	YES	NO		YES	NO
USING A CRATE If your dog uses a crate at home, are you okay with me using one during their stay?			HANDLING YOUR DOG Do you, the owner give me consent to humanely handle your dog?		
ADMINISTERING FIRST AID. Should my dog require any First Aid Treatment whilst in the businesses care. I give my full consent to this happening.			ADMINISTERING MEDICATION/ SUPPLEMENTS. Do you consent to me administering any medication your dog requires during their stay, whether it be medicine/tablets/ health supplements that you brought with your dog, or medications prescribed by our registered vet.		
VETERINARIAN TREATMENT I consent to my dog receiving veterinary treatment or consultation from a qualified vet should it be required during their stay. Either at my own vets or the vets that the business is registered with. I have agreed to and signed the Veterinary Release Form contained within the dog's registration documents.			CONSENT TO EUTHANISE MY DOG IF, WHEN, & WHERE REQUIRED. The welfare of your dog is my priority. If your dog requires urgent medical treatment, I will endeavour to contact you first, and your agreed emergency person. If, for any unforeseeable reason you cannot be contacted, & I have exhausted all attempts to do so, and the vet decides that your dog needs to be put to sleep on welfare grounds, do you provide consent for your vet or my registered vet to euthanise your dog in your absence?		

OFF LEAD SECURE FIELD USE ONLY & WAIVER AGREEMENT

If you do not agree to off lead in a secured field, please put a cross through this waiver.

LOVE POOCHES reserves the right to keep all dog(s) on the lead for their walks. And under no circumstances will your dog be off lead on a general walk, unless I decide to pay for a hired secured field and only if you (the owner) given me permission for this to happen.

I understand that there are certain risks involved with my dog being off lead, even in a secured field and that I will not hold JOCELYN BAKER @ LOVE POOCHES responsible in any way should my dog: be injured, consume something which makes them ill, drinks from a source with contaminants (such as puddles), stolen or cause damages to third parties or property.

I further understand that due to the way that dogs interact with one another injuries can occur, even though the dogs are carefully supervised, at all times.

Signature: _____ Date : _____

Please sign to confirm you agree with the following statements which are mandatory should you wish to use Love Pooches' Dog Boarding.

LOVE POOCHES BOARDING AND DAYCARE REGISTRATION

I, the owner agree to fully update Love Pooches prior to any future service, for any BEHAVIOURAL CHANGE OR MEDICAL CHANGE in my dog(s)

I, the owner, will arrange for my dog to be removed from the environment, either by myself the owner, or my representative & for my dog to be placed in alternative kennels/boarding arrangements, at my cost in the event of aggressive behaviour, or an emergency, e.g. a female dog coming into season (if applicable).

I, the owner, consent that any changes that I, as the owner need to make, will be notified prior to any future bookings. (and should I cancel any booking I am bound by the businesses service agreement and cancellation clauses)

I, the owner give consent for the posting of pictures and videos of my dog(s) on social media and in any promotional materials. (which will be uploaded after I have collected my dog).

By signing this form, I agree that all the aforementioned information which I have detailed in this Service Registration Boarding form is correct to date.

Signed by.....(owner)

Date:.....

SERVICE AGREEMENT

1.REGISTRATION – BOOKING PROCESS

Before I consider a dog for any of my services, I must carry out familiarisation assessments to ensure your dog is compatible in my environment

- * initial contact : telephone appointment to discuss your dog.
- * meet and greet at my home where your dog can become familiar with my home environment and meet my dog and depending on the day any regular boarding guests.
- * overnight assessment (chargeable)

TRIAL OVERNIGHTS.

All NEW dogs who are going to use my service for overnight boarding must have a trial overnight & day stay, if they are boarding for more than 2 nights. All dogs who have not used our service for over two years will need to go through the assessment process again, as behaviours change & the dynamics of canine group will have changed too.

The assessment will allow me to observe the dog's behaviour and to evaluate whether they are compatible with me, with my resident dog and others who may be boarding, and whether they are happy in a new environment. I want all dogs to have a positive experience with me. During this trial I will carry out my familiarisation Assessment, which I will share with you when you pick your dog up. In my experience dogs will behave and cope differently in the absence of their owners and in a new, unknown environment, even if they have boarded elsewhere. Any trial is charged at the standard overnight & day rate. If the trial is not successful, I will destroy all records & support you to find the right licensed environment for your dog.

Your dog(s) will need to be successful through each assessment & familiarisation session for me to accept any *holiday booking. Not all dogs will be suited to my home environment.

TRIAL DAY CARE.

All **NEW** dogs to day boarding must have a trial visit for either ½ day or a full day, to check

compatibility with other dogs This may need to be extended to ensure your dogs are completely comfortable, building a positive relationship. This is charged at our standard day boarding rate.

2.REGISTRATION

During the meet and greet we will discuss: Medical/Vaccinations, History, Behaviours, Enrichment & Exercise, Food & Diet, Boarding details. Under regulations I require several consents from you the owner, in order for me to board your dog. Aside this form there will be other forms you need to fill in and sign. Please bring your dog's Vaccination card & insurance details with you. Your dog's passport if they were born abroad, and their Animal Health Certificate too, if they've travelled outside of the UK at any time. I will need to see what vaccinations, they have received. It is, you the owner's responsibility to provide comprehensive details about your dog, and to be completely honest about any traits, vices or behavioural problems, both positive & negative (however small). I rely on this information to be able to manage any issues and provide a good experience and quality of service for your dog. Any misinformation may jeopardise your dog's stay with me. I need to make sure your dog is compatible to co-exist with members of their same species & new humans. I also live in a built-up area, so I cannot take dogs who excessively bark or whine, or suffer from hyper separation anxiety, as it is inconsiderate to our neighbours. I also do not take dogs who mark their territory or who are reactive or aggressive in any way.

3.BUSINESS HOURS, CHARGES, BOOKINGS, CANCELLATIONS

I am very happy to welcome you and your dog/s for boarding sleepovers & day boarding between 8am – 6pm, by appointment only.

Outside of these hours is when I feed the dogs, feed myself & family, wake up in the morning or settle down for the evening. This is why I don't have arrivals or collections outside of these hours without an additional charge. Phone calls and messages may not be answered outside of these hours either, but I will do my best to always respond to you within 24 hours.

CHARGES

Price List for Day Care and Boarding

Full Day Care - £35

over 5 hours between 8am – 6pm.

10% discount for a second dog from the same family

Half day care - £25

Up to 5 hours between 8am – 6pm.

10% discount for a second dog from the same family

Drop-offs and pick ups

8am – 6pm included in the day care price

Before 8am may be considered by prior arrangement, but not before 7am, and charged at £6.25 per hour, even if less than one hour

After 6pm until 10pm is charged at £6.25 per hour, even if less than one hour.

Boarding - £40 for 24 hours (or part thereof)

10% discount a night for a dog from the same family

Overnight boarding

A 50% non refundable booking fee is required to secure an overnight space.

Full payment must be made 7 days before arrival.

LOVE POOCHES BOARDING AND DAYCARE REGISTRATION

Boarding Cancellations

7-3 days before arrival, 50% of the remaining booking balance will be charged

Boarding cancellations Less than 48 hours before arrival: No refund will be given on any further payments made.

Evening Care

Evening care is available 6pm – 10pm at £6.25 per hour

Day Care

Full payment is required prior to arrival

Day care Cancellations

Cancellations made with more than 48 hours notice incur no charge

Day care Cancellations with less than 48 hours notice, we reserve the right to charge the full fee for the booked day.

Bank Holiday surcharge

An additional £20 applies on all bank holidays, Easter day, New Years eve and New Years day.

Please note: Our licence limits the number of dogs we can accept – availability is limited, so please book early.

Day Care

A trial day is required before any regular bookings

Boarding

For stays longer than 2 nights, a compulsory overnight trial is required first.
I am open 7 days a week.

BOOKING FEES & CANCELLATIONS

50% Booking fee for BOARDING is payable to secure your chosen date, within 48 hours of your request. I cannot hold a space for dates wanted on the chance you might want to book later, as I could lose firm bookings for those same dates. Until such time as a booking fee is paid, those dates will remain open and available to the public.

Once a booking fee has been paid, your dates are then secured for you and the payment is **non-refundable** and **non-transferable**.

50% final balance – payable 48 hours prior to the start of boarding. Once paid, this is **non refundable** and **non-transferable**.

Cancellation Policy pt 1

If you cancel your booking before the remaining 50% balance is due, (48 hours prior to the start of boarding), I reserve the right to keep your booking fee. You will not be charged the outstanding 50% payment to settle the bill.

If you cancel your booking after you have paid the remaining 50% balance, then your payment is non-refundable and non-transferable. Please see my cancellation policy.

LOVE POOCHES BOARDING AND DAYCARE REGISTRATION

If your booking is made with less than 48 hours to your chosen date – payment in full is required, all monies will be **non-refundable** and **non-transferable** should you cancel.

Love Pooches should not be expected to suffer the financial loss of cancelled bookings for circumstances which occur outside of my control. Therefore, I respectfully request, that in the event of a cancellation made by you as described below, that you please do not ask for a refund or transfer the another booking.

Special Holidays

Bank Holidays, Easter, Christmas and New Year

These are special times of the Year – demand for these bookings is particularly high and often made a Year ahead. Therefore, I will not accept tentative bookings for any of the holiday dates as stated above. I will only accept these bookings if they have been secured with a 50% **non-refundable** booking fee within 48 hours of booking being made.

Short Notice Bookings

Existing Clients

I will always do my best to accommodate your pooch, subject to availability of spaces.

Cancellation Policy pt 2

Any payments you have made to secure a booking, (whether it be a booking fee or full payment), are **non-refundable** and **non-transferable** to another booking in the following instances –

- a) You cancel your booking (unless under exceptional circumstances)

If I cancel your booking either prior to or during your dogs stay if

- a) Your dog exhibits unsociable/unacceptable behaviours
- b) Your dog is due in season or comes in to season
- c) Your dog has an infectious Health Problem
- d) Your final balance payment is not paid prior your dogs stay.

However : If I am unable to fulfil your booking prior to commencement of your booking (due to an emergency situation at my end) I will endeavour to ensure you are contacted as soon as possible in order that you may be able to make alternative arrangements. The booking will be cancelled and you will be refunded in full.

If I am unable to continue boarding your dog (due to an emergency situation at my end), whilst your dog is staying with me, your Emergency Contacts will be contacted to come and collect your dog for the remainder of the booking. The booking will be cancelled and you will be refunded for the remaining days I could no longer board your dog.

DROP OFF & COLLECTION.

Only the owner off the dog must drop and collect. If you need to nominate another person to do either we ask that you inform us of the name and phone number of that person in advance. We may ask for a photograph of this individual to ensure that we are handing your dog off to the correct individual. We will require them to identify themselves before we allow removal of your dog/s. ID must be in the form of a valid passport or a full driving licence which has the photo of the individual you have asked to collect or drop off your dog. The dog will not be released otherwise, and you will be liable for any extra boarding charges. This is for the safety and security of your dogs.

I DO NOT OFFER A PICK UP/COLLECTION or DROP OFF SERVICE.

4. TERMINATION OF BOARDING (INCLUDES DAY BOARDING)

If you fail to disclose any negative behavioural problems past or present, during the meet and greet, on the boarding registration form, or 1 day prior to the intended stay. Should your dog show any sustained aggressive tendencies, exhibit threatening outbursts, bites our dogs, harms other dogs, or humans, is continually uncontrollable, destructive or shows unreasonable behaviour, (including but not limited to; continuous mounting, marking, bullying, pestering other dogs etc) the boarding agreement will be terminated with immediate effect. You will be advised; accordingly, however this may be less than 24 hours' notice. You accept that your dog will be placed in an appropriate local kennels near my home or with your emergency contact. Should your dog be taken to kennels, or if your emergency contact has no transportation we will invoice you our travel costs at £1/mile. You as the owner will be liable for all alternative boarding costs. You also agree to pay the cost of any injury/damage caused by your animal to us, my home, our dogs, or other boarders.

To reiterate No refund will be given, should your dog be required to leave us earlier than you planned.

5. EMERGENCY CONTACT & EMERGENCY CONTACT FOR ACCOMODATION RESPONSIBILITIES

Without an emergency / secondary contact I unfortunately cannot board your dog. Your emergency contact must be known to you. It is your responsibility that they are suitable to take your dog in the event an unforeseen circumstance or emergency.

In the case of an emergency medical situation, I will always try to contact you, the owner/s first. If I cannot reach you, I will then call the Emergency Contacts you have nominated to act as your spokespersons in your absence and on your behalf. Please ensure the person you nominate is:-

- a) not you or your partner if you are joint owners,
- b) are not members of your family who lives with you
- c) made fully aware of their responsibilities in that they may have to make health and welfare decisions about your dog on your behalf.
- d) are not part of your holiday/ going away with you at the same time your dog is boarding
- e) contactable whilst you are away
- f) lives within a reasonable distance from your home (not over 1 hr away)

EMERGENCY CONTACT FOR ACCOMMODATION.

In the event of a situation where your dog needs to be removed from my home prior to the end of your dog's stay for its own safety or for the safety of other dogs, I will need to contact your Emergency Contacts for Accommodation person to come and collect your dog. This can be the same person as my Emergency Contact if you wish.

NON COLLECTION OF THE OWNERS DOG

If you do not come to collect your dog on the collection date agreed, unless I have been contacted and advised in advance, your nominated emergency/2nd contact persons will be contacted to collect your dog. If they fail to collect, or I cannot get in touch with them via their contact details, your dog will be given to our dog warden & taken to a rescue centre, where you will be responsible for any costs accrued.

IT IS IMPERATIVE THAT YOU CONTACT ME.

5. HEALTH & WELFARE

a) Vaccinations – at the meet and greet. When you are registering your dog with me, you will need to provide me with an up-to-date veterinary vaccination record to show that your dog has current vaccinations against the core diseases of DHP (Distemper, Hepatitis and Parvovirus) and Leptospirosis. I will not board a dog whose yearly vaccinations have lapsed or where the current yearly vaccination has expired. It is your sole responsibility to ensure your dog is fully vaccinated yearly.

If you are starting your dog's vaccinations again due to missing their yearly boosters, or not keeping up to date with them, you will require to start their primary vaccinations again (a double dose to be given four weeks apart). Any primary vaccinations must be completed at least 4 weeks before I can accept your dog for daycare/boarding.

I will only accept dogs who have had their rolling yearly vaccinations. They will be permitted to board the day after they have received their booster.

* Further proof of vaccinations and treatments may be requested and must be presented no later than 14 days before arrival, via text, email, WhatsApp. I do not board any unvaccinated dogs nor titre tested only dogs. Failure to produce a copy of the vaccination record will jeopardise your booking.

b) Kennel Cough (Bordatella) vaccination - This is a separate vaccine to the core vaccines described above and is a **mandatory requirement** for daycare/boarding at Love Pooches' Dog Boarding

*All dogs must have their kennel cough (KC) vaccination, and at least 4 weeks prior to arrival of their holiday/stay with me. This is for the protection of your dog, my dogs, all other boarders and any dogs they may come in to contact with. Failure to ensure that your dog is fully and appropriately vaccinated to use my services will mean I will not accept your dog, and you will forfeit your payment.

* Under licensing regulations, I cannot board dogs who use homeopathic vaccinations.

c) Flea & Worming - All dogs must be up to date with treatment for fleas and worming.

* Your dog must have been appropriately treated for external & internal parasites with an appropriate product authorised by VMD UK and in accordance with veterinary advice before any entry to home boarding, whether it be for overnight or day care.

At your dogs' registration (where possible) you are required to bring the vaccination booklet so I can keep a copy on record, or you can send me photographic evidence of your dog's vaccinations via WhatsApp. Further proof of vaccinations and treatments will be requested and must be presented no later than 14 days before arrival, via e-mail, text, WhatsApp.

Failure to produce a copy of the vaccination record will jeopardise your dog's booking.

d) Infectious Health Problem – In the case your dog develops or shows any signs of a health problem regardless of whether 'infectious' or not (i.e.: fleas, worms, kennel cough, sickness, diarrhoea)

On the first day of holiday boarding or when they are dropped at daycare, you as the owner agree that you will be handing over your dog/s to Love Pooches in good health. I will not take any dog who has been ill within the last 72 hours, nor continue to board a dog who shows signs of any illness within the first 12 hours of arriving, nor a dog who has had an infectious disease within 21 days prior to boarding, this is to protect other healthy dogs in my care, my own dogs, and my family. As the owner you must ensure that you disclose any current illnesses or ailments, at the initial dog registration and, or before a dog comes to board with me. Any medication for such ailments will need to be supplied and detailed on the Medication form & signed by the owner. You will need to sign the consent form "administering medication/ supplements". If any illness appears or has not been disclosed upon drop off and appears to be or is diagnosed as contagious, after attending the vet, your emergency contact will be asked to collect the dog with immediate effect. I reserve the right to refund you any monies.

If your dog attends the vets, you the owner will be liable for all costs.

Failure to disclose any illnesses will jeopardise your dog's stay. If your dog is infected and

spreads it to others, you will also be liable for any vets' costs to any other owner and myself.

e) MEDICATION

I am experienced in giving tablet & liquid medication orally. If your dog is on medication, or any supplements (such as Joint Care, Dental Plaque off, Pad Balm) you will need to fill out & sign our Medication form and sign the consents within this dog registration form. If they are using a 'buster' collar or onesie you will need to inform me and bring this with them.

f) NAIL CLIPPING

Please ensure your dog has had its nails clipped & filed to remove rough/sharp edges, before boarding with me to avoid accidental injury to humans or other dogs.

g) KEEPING DOGS SAFE

Should anything happen to your dog whilst in boarding you will be notified ASAP, and everything will be done in my power to manage the situation. I am fully insured, but noting that dogs will be dogs, and they can play roughly, if your dog is hurt i.e. cut paw, ripped claw, or an accidental puncture wound from playing, you will be notified. Vets' will expect you to make payment whilst your dog is with them. I am constantly with the dogs during the day/night so I'm on hand to manage any situation. If I do need to go out and leave the dogs, they will be either placed in separate rooms (as per regulations), I will ensure my keyholder is with them. If death is a possibility during day boarding (due to illness/old age etc) please notify me in writing and agree arrangements for care. . If your dog dies in our care we will treat the situation with dignity and care.

VETERINARY RELEASE & INSTRUCTION

I am registered with my local veterinary practice at Arun Veterinary Group. It is your responsibility to contact your veterinary practice prior to the booking to inform them that your dog will be boarding with us.

If your dog becomes ill or injured while boarding with me it will be necessary for me to contact my vets and possibly your vets for advice or, if necessary, I may need to take them in for a medical appointment at my registered vet or yours. I will contact you (if possible) in the first instance, prior to contacting the vet. You, as the owner will assume full responsibility and pay for any required treatment. Jocelyn Baker at *Love Pooches* cannot be held responsible for any veterinary treatment, nor any treatment that may result in loss, injury or death of your dog.

INSURING MY DOG & PET INSURANCE

Your dogs **MUST** be INSURED. When your dog comes to register with my service you will need to provide these details. Should an accident / injury occur under my care, then you will be permitted to claim any costs back from my business insurance, however the decision of any claim lies with my insurers who will determine whether they will accept the claim or not. Please see the CONTRACT AGREEMENT.

DOG COLLARS & ID TAGS

All dogs by law, must wear a collar & ID tag. I will provide your dog with one of my own ID tags during their stay with me.

TRACKING DEVICES

If a tracking device is worn, the customer must provide Love Pooches with access to the live tracking for the duration of the services for safety purposes.

UNNEUTERED DOGS

MALES: I do not accept any entire males over the age of 1 years old.

If your immature dog (under 1 years old) presents any undesirable behaviour, or any negative behaviour caused by testosterone, I will terminate their boarding with immediate effect. No refund will be given.

FEMALES: I do accept unspayed females over the age of 1 years, and I will not accept any female in season,. (please see below)

FEMALES 'IN SEASON'

I will not accept any female in season, nor females coming into season, this is to comply with our regulations and licence conditions, and my business model. Regardless, whether you have paid a booking fee or full amount, it is your responsibility to inform me if your female is in season or is coming into season.

If you do not know when your female is due her first season, I would advise taking advice from your vet and watching for changes in her behaviour. I would also recommend you carry out a white tissue test to check if there is any pale pink or red spotting for a few days prior to bringing her for daycare or boarding.

It is down to my discretion whether I board an unspayed female post season up to 8 weeks after their first season has ended.

If your intact female comes into her first season whilst she is boarding:-

* Before the commencement of her stay, then I will be unable to accept her for at all, from Day 1 of her season. (season duration may vary, please ask your vet for advice)

This means your booking will have to be cancelled. If this happens, please see my Cancellation Policy pt 2.

* During her stay, then for her own safety I will have to request that you or your Emergency contact persons come and collect your girl the same day that I notify you.

This means the remainder of your booking will have to be cancelled. If this happens, please see my Cancellation Policy pt 2..

* If your female dog comes to stay after her season and still omits certain desirable smells to other dogs, then you will need to find alternative arrangements for her on the same day that I notify you. There will be no refund.

PLEASE NOTE - By making payment to secure a booking, you are confirming you are happy to take the risk that your intact/ entire female may come into her first season at the time of your booking, which will mean your booking will be cancelled, and you do so on the understanding that your payment/s will not be refunded or transferred to another booking. Please see my Cancellation Policy.

Please be aware all dog's behaviour is different in a new environment and may/will not be the same as they are at your home, or at another licenced boarder's home/kennels.

6. IMMATURE DOGS / PUPPIES

I board immature dogs from the age of 14 weeks (they must be fully vaccinated) I ask that between 3-12 months your dog ideally must have received training by a professional, (we will need details on your dog's registration form). I am not a professional nor qualified trainer. The dog must be fully toilet trained. Be socialised, and habituated and/or exposed to different situations, environments and many other dogs of different breeds etc. Where possible your puppy must be crate trained. If you have trained your dog at home I will check their obedience levels and skills whilst on assessment. The needs of your young dog will be discussed in depth and agreed with you before boarding. I will establish any specific or extra requirements your young dog needs, such as feeding, exercise levels, rest-time etc. A young dog requires a lot more care and attention to interactions, so I will keep a close eye on your immature dog to make sure it's happy and not showing signs of distress, separation anxiety or

adverse behaviour. If it does display any of these signs, I will of course keep you informed and updated.

SENIORS & IMMATURE DOGS

I will try my best not to overnight board Senior dogs over the age of 9 with an immature dog under the age of 1, due to the complexities of behaviours that may arise. This excludes Day boarding dogs.

7. WHAT OWNERS PROVIDE

All food is to be provided by the owner (please ensure you bring enough for their entire stay. More is better than less) Please also bring clean bedding, crate (if your dog s using one). Play pen, blankets, secure harnesses, & or transport harness, collars, leads etc, treats, grooming equipment, baby wipes, & any relevant medication. I will ensure I keep an itinerary of their own possessions. I can provide your dog with a crate, and used only if your dog uses one at home and you have consented to it.

If they are fussy eaters, and where you have agreed, (**see owners consents**) we will purchase a different type of food, to which we will invoice you for after their stay

SPECIAL REQUIREMENTS

Please let me know if your dog has any special requirements such as dietary or medical. Medication - If your dog is currently on medication for any reason, please let me know so I can continue your dog's medication while you are away.

8. CONFIDENTIALITY POLICY.

Client confidentiality will be always maintained. Your details will be kept private and will never be used for any purpose other than caring for your dog.

From time to time, I may update the service agreement. You will be sent a copy of the latest addition each time.

CONTRACT AGREEMENT

I hereby confirm that I am the owner of the named pet written at the beginning of this dog boarding registration form and I authorise Jocelyn Baker at Love Pooches to act as my dogs guardian in my absence and agree for her to make any decisions regarding my dog's health providing it is acting in the best interest of my dog and is on the advice of the registered veterinarian with whom Love Pooches' Dog Boardings is registered with. By indicating **YES** or **NO**, to the specific activities under the **owners' consents** & by signing this document, I am also giving consent to allow my dog to participate with activities with other dogs at Love Pooches and away from the property.

I agree that the information given on this form is accurate. I agree that if my dog harms another dog, or animal, or a human whilst in Love Pooches' Dog Boarding's care that I will be held liable for any costs, especially if I have not declared any historical negative behaviours such as reactivity, attacking or biting.

I therefore will not, nor cannot hold Love Pooches responsible for any :

- accidental injury to my dog,
- injury to another animal by my dog,

LOVE POOCHES BOARDING AND DAYCARE REGISTRATION

- injury to Jocelyn Baker or any members of her family or
- death of my dog

However, should I, the owner wish to make a claim, I acknowledge that the decision to accept or reject it rests solely with Love Pooches' Dog Boarding's business insurer. The business, Love Pooches HDB, holds no responsibility for the outcome of such claims, or any payments made & I will not directly make a personal claim against Joss Baker. If I, the owner hold my own pet insurance, I may pursue a claim through them too. These terms do not affect my statutory rights.

I agree that if any information contained on this boarding registration form changes, I will immediately inform Love Pooches' Dog Boarding, particularly if there are any bookings pending. And I will do this again when necessary if anything changes for my own dog in the future.

GDPR

I consent that my details, and any data relevant to my dog using Love Pooches' Dog Boarding, will be held on record at the address of the business' property and be processed under the terms of the General Data Protection Act 2018. Under GDPR the business agrees to keep all my personal details confidential & dispose of them correctly after three years where necessary. However, I understand that this data may be shared with colleagues, or relevant agencies, i.e. Veterinary staff, Police, RSPCA or rescue centres, Council & Government Departments if requested.

By signing this form, I agree to be bound by the provision set out in this **BOARDING REGISTRATION FORM, & SERVICE AGREEMENT.**

Signature of owner.....

Name in full:,.....

Date :.....