

Paws & Pause Terms and Conditions:

By a) enrolling a dog with or b) permitting a dog to attend or c) accepting the Services of Paws & Pause and its staff, the Client is deemed to have accepted these Terms and Conditions.

Definitions:

“You” or “The Client” means the owner of the dog named on the Registration form and “your” shall be construed accordingly; “we” means Paws & Pause and its representatives and “our” or “us” shall be construed accordingly; “Registration Form” means the document completed by you at the time of booking on our online system.

Our commitment to you:

We aim to meet the highest standards of care in looking after your dog in our facility and on walks with us. All our staff undergo a training programme before starting with us and we will always make decisions that are in the best interest of the dogs' welfare.

1. Insurance:

- 1.1. Paws & Pause is insured with Pet Business Insurance.

2. Bookings:

- 2.1. All dogs must be registered before booking and attend at least one trial session.
- 2.2. All our dogs commit to a minimum of one regular day a week.
- 2.3. Paws & Pause operates as a fixed system where customers are committed to pay for their care in advance.
- 2.4. The Client may swap days in advance, only in emergencies or due to their two-week allotted holiday allowance (or five weeks if on two regular days or more) if their dog is not to attend, providing advance notice of non-attendance has been given (see Cancellation Policy).

2.5. Ad-hoc bookings:

Ad-hoc booking is available once a dog is registered with us. Ad-hoc bookings are priced at £50 on weekdays and £48 on weekends, and must be booked through our booking system. These will be charged upon booking and if cancelled will be refund

at the end of the month providing advance notice of non-attendance has been given (see Cancellation Policy).

3. Opening Hours:

- 3.1. Our opening hours are 8.00am to 6.30pm on weekdays and 9:00am to 5:00pm on weekends. All drop offs and pick ups by Clients from our centre must be within these hours. We do offer a free breakfast club for dogs attending two or more regular days. This starts from 7.15am and must be pre-booked.
- 3.2. A late penalty fee of £20 will be charged if a Client is late picking up. If you think you will be late please let us know asap so we can plan accordingly.
- 3.3. If you are routinely late without explanation then unfortunately we will not be able to continue to care for your dog due to staff work/life balance.

4. Fees (including VAT):

Weekday (8.00 - 18.30)

- Regular day fee: £50
- Ad-hoc day care fee (non-regular day): £50
- Trial day fee: £50 (or £35 for a half day as agreed)

Weekend (9.00 - 17.00):

- Regular day fee: £45
- Ad-hoc day care fee (non-regular day): £48
- Half day fee: £30
- Trial day fee: £35 (includes tag deposit)

Paws & Pause Tag Deposit (issued on confirmation of the first service): £5

5. Payments:

- 5.1. Automatic payments are taken 1 month in advance on the last working day of the month via Stripe for all rolling days. All clients sign up for automatic payments.
- 5.2. Additional/ad-hoc services will be charged upon booking.
- 5.3. Payments must be made within 1 day of receipt.
- 5.4. All late payments will incur a charge of 10% of the invoice.

6. Cancellation Policy:

- 6.1. In emergencies, and for your two (or five) weeks allotted holiday per year, you may request a free switch day to replace a rolling day. These need at least 7 days notice but in the case of a severe emergency can be done on a case-by-case basis with 24 hours notice. Any days cancelled less than 24 hours notice will not be able to be switched.
- 6.2. **We ask that switch days are only requested in extenuating circumstances. We will do our utmost to make these changes in these situations including:**
- Neutering/Spaying/Season (2 weeks of switch days)
 - Family illness
 - Dog illness
 - 2 weeks annual holiday for dogs with 1 rolling day
 - 5 weeks annual holiday for dogs with 2 or more rolling days
- 6.3. Switch days must be requested asap and cannot be “banked”.
- 6.4. You can request to switch a dog’s rolling day in extenuating circumstances. To do this you must request to book a “switch day” on the new day that you want and state in the notes which day you would like to cancel. The team will then approve this if possible.
- 6.4.1. For example, if Biscuit’s regular day is a Tuesday, but next Tuesday the 2nd Biscuit needs to go in for a vet appointment so cannot come to daycare, you will go to the portal > ‘Request Services’ > Select the date you want instead (e.g. Thursday 4th) > Select service > “Switch Day” > Add in the notes the reason for the switch and which date you want to switch it from (e.g. “can I switch the 2nd to the 4th as Biscuit has a vet appointment on the 2nd?”)
- 6.5. If we have space you will receive an approval email for the new day to confirm. If we don't have space the service will be declined and you will be informed of other availability. If we don't have any suitable days for you to switch to you will not be able to switch.
- 6.6. In an emergency we will do our best to accommodate the change providing we receive 24 hours notice before the service start time. If we cannot accommodate you will not be able to switch the day.

- 6.7. We will not be able to approve switch days more than one month in advance.
- 6.8. Switch days are charged as “£0” and will appear on your invoice as such.
- 6.9. Ad-hoc bookings must be cancelled at least 48 hours in advance of a working day in order to receive a refund.
- 6.10. **As a small business, we are unable to waive this if you cancel for any other reason.**

7. Cancellation by us:

- 7.1. In the event we ask you to pick up your dog early due to sickness, unacceptable behaviour or any reason regarding their welfare or the welfare of the group, you will still be charged for the regular daycare full fee.
- 7.2. You must be able to pick your dog up from daycare as soon as possible if asked to do so for the sake of the dogs' welfare. If you are unable to, you must have an alternative emergency contact who is able to. If you are unable to collect your dog in an emergency, this may result in the non-acceptance of the dog and termination of any bookings.
- 7.3. In the unlikely event that we are unable to complete a confirmed booking for any reason, we will use all reasonable endeavours to arrange alternative care with your permission. If, despite our best efforts, we are unable to procure an alternative carer we have the right to cancel the booking without notice and reimburse your payment.

8. Notice Period:

- 8.1. We require a minimum of 4 weeks' notice should you wish to cancel your dog's regular day(s) in daycare.
- 8.2. The Client agrees to provide such notice or pay the amount that would be due during this notice period. The Client may cancel with notice at any time; there is no minimum term of contract.

9. Veterinary Fees:

- 9.1. By using our services you agree that we may take your dog to a veterinary surgeon if we suspect he or she is not well or injured and you agree to accept full responsibility for payment of any veterinary fees incurred at daycare due to illness or injury.
- 9.2. In an emergency we will make reasonable efforts to contact yourself and your emergency contact, however if contact is unable to be made we will make decisions about the dog's health in what we believe are their best interest on the advice of a veterinary surgeon.

10. General:

- 10.1. Dogs must enjoy the company of other dogs and people and be socialised to join Paws & Pause daycare. We will assess their suitability on their first day/s.
- 10.2. We adopt a 'Setting Up for Success System' (SUSS) with the dogs in our care to minimise stress levels and meet the needs of individual dogs as best we can.
- 10.3. Dogs with behavioural difficulties or aggression issues will not be accepted.
- 10.4. We do not accept dogs who bark excessively; as a city daycare we have to respect our neighbours and the welfare of the group. Dogs who bark regularly and excessively will be asked to leave.
- 10.5. To ensure a safe and responsible group environment, we insist that all male dogs over 1 year old must be neutered in order to attend. Females in season will not be able to attend during their season period.
- 10.6. You must make a complete disclosure to Paws & Pause of any matter, fact, quality or characteristic which might deem your dog unsuitable for dog daycare including, but not limited to:
 - 10.6.1. behavioural or health problems
 - 10.6.2. anti-social behaviour including aggression and fear of dogs and/or people
 - 10.6.3. separation anxiety
 - 10.6.4. unspayed bitches in season

- 10.6.5. excessive pulling on the lead
- 10.6.6. tendency to run away or escape on walks or in the home
- 10.6.7. incontinence/lack of housetraining
- 10.6.8. destructive behaviour inside our outside the home
- 10.6.9. excessive loud barking/whining

Failure on your part to disclose any matter which in our view might deem your dog unsuitable for dog daycare may result in the non acceptance of the dog and termination of any bookings and renders this contract invalid.

- 10.7. Paws & Pause is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left for your dog.
- 10.8. All communication regarding bookings or any updates on health (etc.) must come via our booking system or email. This is so we can be sure it's been received and responded to.

11. Condition of dog:

- 11.1. Dogs should be dropped off or collected by Paws & Pause in an acceptable, clean and groomed state.
- 11.2. All dogs accepted must have up-to-date vaccinations, with proof of vaccinations uploaded to the client's profile (a kennel cough vaccination is recommended).
- 11.3. All dogs accepted require to be wormed and deflead regularly.
- 11.4. All dogs must wear a collar or harness and tag with the telephone number of the owner engraved upon it.
- 11.5. All dogs are issued with a Paws & Pause tag upon starting with us. This is a legal licence requirement. Your dog should come wearing their tag at all times. **Loss of a tag will result in a £5 replacement fee.**
- 11.6. All dogs must be provided with a well-fitting collar or harness. No member is held liable for any injury or any damage caused or incurred by the service user's dog escaping due to an ill-fitting or faulty collar / harness.

12. Off lead policies (Brixton only):

- 12.1. Dogs will be walked on leads unless written consent is given to walk your dog off the lead.
- 12.2. All dogs will be off lead in our secure outside yard area. You accept all liability for your dog off the lead and we advise that you have comprehensive insurance.

13. Photo and Video use:

The Client gives consent for their dog's image to be used in photo or video format on Paws & Pause promotional material, social media or in any format that Paws & Pause considers appropriate.

Last updated December 2023