

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 a fixed monthly fee system, whereby the Client pays a fixed monthly fee for a place at the daycare centre on agreed regular day/s per week.
- 2.4. Paws & Pause factors into the monthly fee 4 weeks of 'holiday allowance' over a 12 month period (this includes bank holidays and the Christmas period). Therefore, if a Client does not send their dog for any reason, for example due to holiday or sickness, the monthly fee for the agreed regular days is still payable in full.
- 2.5. The Client may swap or add days in lieu if their dog does not attend, providing advance notice of non attendance has been given.
- 2.6. We require a minimum of 24 hours notice for sickness and ask for 1 week's notices for holiday.

- 2.7. Once cancelled, the Client may use their days in lieu subject to our availability. These days must be used within 3 months, are non-refundable and cannot be exchanged for cash on leaving.
- 2.8. If a dog's regular day/s fall on a bank holiday the Client will be able to swap for another day that week or within the 3 months time limit.
- 2.9. When cancelling a day, this must be done through our online booking system. The Client's account will then show the credit available. They can then request another day with this credit.

2.10. Ad-hoc bookings:

Ad-hoc booking is available once a dog is registered with us. Ad hoc bookings carry a surcharge and are priced at £48 and must be booked through our booking system and are payable at the time of booking.

3. Opening Hours:

- 3.1. Our opening hours are 8.00am to 6.30pm on weekdays and 9:00am to 5:30pm on weekends. All drop offs and pick ups by Clients from our centre must be within these hours.
- 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.

4. Fee's (including VAT):

Weekday (8.00 - 18.30)

Monthly Fee for:

- One regular day: £195
- Two regular days: £390
- Three regular days: £ 585

Ad-hoc day care fee (non-regular day): £48

Weekend (9.00 - 17.00):

- Regular day: £42
- Ad-hoc day care fee (non-regular day): £48

Paws & Pause Tag Deposit (issued on confirmation of the first service): £6

5. Payments:

- 5.1. Automatic payments are taken 1 month in advance on the 1st of the month via Stripe. All clients sign up for automatic payments.
- 5.2. Additional/ad-hoc payments will be charged at the close of each month.
- 5.3. Payments must be made within 7 days of receipt.
- 5.4. All late payments will incur a charge of 10% of the invoice.

6. Cancellation Charges:

- 6.1. All bookings require a minimum of 24 hours notice in order to be able to use the day in lieu. (For example, to cancel a Tuesday booking, you need to have cancelled by 8am on Monday)
- 6.2. All cancellations must be made via the booking system. If you cannot cancel a booking on the system, this means it has gone past the 24 hour window.
- 6.3. We ask that you give us as much notice as possible for cancellations so we are able to release the days for clients to book in their additional days.
- 6.4. Ad-hoc bookings must be cancelled at least 24 hours in advance of a working day, or will be charged 100% of total cost.
- 6.5. **As a small business, we are unable to waive this if you cancel because your dog is unwell, you are unwell, your dog has come into heat/season, or 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 dog's own welfare. If you are unable to, you must have an alternative emergency

contact who is able to.

- 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 in its 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. Dogs with behavioural difficulties or aggression issues will not be accepted.
- 10.3. 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.
- 10.4. 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.

- 10.5. 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:
 - 10.5.1. behavioural or health problems
 - 10.5.2. anti-social behaviour including aggression and fear of dogs and/or people
 - 10.5.3. separation anxiety
 - 10.5.4. unspayed bitches in season
 - 10.5.5. excessive pulling on the lead
 - 10.5.6. tendency to run away or escape on walks or in the home
 - 10.5.7. incontinence/lack of housetraining
 - 10.5.8. destructive behaviour inside our outside the home
 - 10.5.9. 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.

- 10.6. We adopt a 'Set Up for Success System' (SUSS) with the dogs in our care to give them the best chance of practising desirable behaviour and reduce the likelihood of practising any undesirable or negative behaviour.
- 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,

including kennel cough, with proof of vaccinations uploaded to the client's profile.

- 11.3. All dogs accepted require to be wormed and defleaed 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:

- 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 Jan 2023