

Paws & Pause Terms and Conditions:

Definitions:

“You” 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.

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.

Insurance:

Paws & Pause is insured with Pet Business Insurance.

Bookings:

- All dogs must be registered before booking and all our dogs commit to a minimum of one regular day a week.
- Ad-hoc booking is available once a dog is registered with us. Ad hoc bookings carry a surcharge and must be booked through our booking site.
- Our opening hours are 8.30am – 6.30pm. All drop offs and pick up by you from our centre must be within these hours.
- A late penalty fee of £20 will be charged if you are late picking up. If you think you will be late please let us know asap so we can plan accordingly.

Fee's:

Daycare fees (including VAT):

Weekday:

- One regular Day: (8.30 - 18.30) £45
- Breakfast club: (8am start) £6 for regular booking £8 ad-hoc add on
- Ad-hoc day care fee (non-regular day) £48

Weekend:

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

Payments:

- Regular attendees will be charged monthly via Stripe and full payment must be paid within 10 days of receipt.
- Late payments will incur a charge of 10% of the invoice.

Cancellation Charges

Daycare:

- Regular bookings carry a 7 day cancellation policy or will be charged 100% of total cost.
- These cancellations must be made via the booking system.
- Ad-hoc bookings must be cancelled at least 24 hours in advance of a working day, or will be charged 100% of total cost.
 - ○ For example, to cancel a Tuesday booking, you need to have cancelled by 8am on Monday.

We are unable to waiver 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.

Training:

Training sessions should be cancelled within a minimum of 48 hours notice or 100% of the fee will be charged if cancelled after 48 hours.

Bookings made that are carried out outside will only be cancelled if extreme weather conditions.

Puppy sessions:

Puppy sessions are non-refundable should you cancel or miss a session

Cancellation by us:

- In the event we ask you to pick up your dog, or drop them home 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.
- 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.

Holiday/Time away from daycare:

- We ask that dogs do not miss more than 2 weeks every quarter of daycare. Extended periods away from daycare will incur payment to keep the space.

Notice Period:

- We require a minimum of 4 weeks notice should you wish to cancel your dogs regular day/s in daycare

Veterinary Fees:

- By booking with us you agree that we may take your dog to a veterinary surgeon if we suspect he or she is not well and you agree to accept full responsibility for payment of any veterinary fees incurred at daycare.
- 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 dogs health in what we believe are in its best interest on the advice of a veterinary surgeon.

General:

- 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.
- Dogs with behavioural difficulties or aggression issues will not be accepted.
- We do not accept dogs who bark excessively, as a city daycare we have to respect our neighbours and the welfare of the group.
- Male dogs over the age of 12 months must be neutered to attend daycare and female dogs in season will not be able to attend during their season period.
- 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:
 - behavioural or health problems
 - anti-social behaviour including aggression and fear of dogs and/or people
 - separation anxiety

- unspayed bitches in season
 - excessive pulling on the lead
 - tendency to run away or escape on walks or in the home
 - incontinence/lack of housetraining
 - destructive behaviour inside our outside the home
 - excessive loud barking/whining
- Failure on your part to disclose any matter which in our view that 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.
 - Paws & Pause is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left for your dog.
 - 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 too.

Condition of dog:

- Dogs should be dropped off or collected by Paws & Pause in an acceptable clean and groomed state.
- All dogs accepted must have an up-to-date vaccinations, including kennel cough with proof of vaccinations.
- All dogs accepted require to be wormed and de-fleaed regularly.
- All dogs must wear a collar /harness and tag with the telephone number of the owner engraved upon it.
- All dogs must be provided with a well-fitting collar / 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.

Off lead policies:

- Dogs will be walked on leads unless written consent is given to walk your dog off the lead. You accept all liability for your dog off the lead and we advise that you have comprehensive insurance.

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 August 2021