

Home Boarding Terms and Conditions

License No. 146950



All bookings, either confirmed or pending are subject to The Crazy Dog Lady Teesside's Terms and Conditions. Completion of a Booking Form constitutes acceptance of these terms and your continued use of our services confirms your acceptance of the terms in force each time you use the services of The Crazy Dog Lady Teesside.

These Terms and Conditions set out an agreement between 'you' the owner and Claire McKeever 'The Crazy Dog Lady Teesside'.

Your Booking

1. A mandatory, trial familiarisation session must be attended at The Crazy Dog Lady Teesside's own home for all dogs prior to boarding.
2. Bookings are not confirmed until the deposit has been paid, which is due at the time of the trial familiarisation session and completion of a Booking Form, unless you reject The Crazy Dog Lady as a carer for your dog(s).
3. You confirm that you agree that if you cancel your booking for whatever reason, your deposit is non-refundable.
4. An up-to-date veterinary vaccination record must be seen to ensure that dogs have current vaccinations against canine parvovirus, canine distemper, canine adenovirus/infectious canine hepatitis, leptospirosis and other relevant diseases. Vaccination against other diseases such as kennel cough (*Bordetella bronchiseptica*/ Canine parainfluenza virus) is at the discretion of the owner.
5. Certification from a veterinarian of a recent protective titre test is accepted instead of a booster vaccination. The certificate must state that it is valid for the current period of boarding.
6. Primary vaccination courses must be completed at least 2 weeks before boarding.
7. Vaccines used must be licensed for use in the UK.
8. Homoeopathic vaccination is not acceptable.
9. Dogs must have been appropriately treated for external and internal parasites in accordance with veterinary advice before entry to the home boarding environment. If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with an appropriate product authorised by the Veterinary Medicines Directorate and licensed for use on animals in the UK.
10. You agree to deliver your dog in a clean, groomed condition. Any dog requiring regular grooming should also be provided with appropriate grooming equipment.
11. You agree to provide full, honest and detailed information in the Dog Home Boarding Booking Form about your dog(s) and agree to our terms and conditions. During your continued use of The Crazy Dog Lady Teesside's services you agree to keep me informed of any changes to your dog(s) Home Boarding Booking Form. Failure on your part to disclose any matter which in my view might render your dog unsuitable for boarding with The Crazy Dog Lady Teesside or to use this home boarding service will amount to breach of conditions and termination of your dog's stay without refund.

12. I am unable to accept dogs with aggression problems towards other dogs or people and subject to the terms of the Dangerous Dogs Act 1991.
13. I am unable to accept dog hybrids registered under the Dangerous Dogs Act 1991 for home boarding.
14. I do not accept bookings for bitches in season, if you believe your dog is due in season during her board you must inform me.
15. Should your dog(s) show aggressive tendencies towards The Crazy Dog Lady Teesside, her own dogs/cats or any other boarding dog(s). You agree that immediate contact to your emergency contact will be made to collect the dog(s) if you are out of the country. Should your emergency contact not be able to collect the dog(s) then he/she will be placed in a dog boarding kennel until your return and that this will be subject to a transfer charge of £20.00 which will be payable by yourself upon your return. There will be no refund of the boarding fees you have paid to The Crazy Dog Lady Teesside and any additional fees charged by the kennels will be payable by you.
16. If you agree to your dog being exercised off lead, you will need to sign the "Off Lead Consent Part of the Dog Home Boarding Booking form accordingly to confirm your consent. In doing so you accept responsibility for third party liability.
17. The Crazy Dog Lady Teesside will care for your dog(s) as you would, and whilst I will make every effort to ensure your dog(s) is cared for to my extremely high standards, however I cannot be liable for accidental loss, injury or death either inside or outside of my home whilst in my care, except those caused by reckless acts on the part of The Crazy Dog Lady Teesside.
18. You confirm that your dog has not been ill with any contagious disease or condition within the past 30 days and that your dog has received all the necessary vaccinations.
19. You understand that under no circumstances will The Crazy Dog Lady Teesside be liable for consequential damages or damages beyond the replacement value of your dog.
20. If you collect your dog before the confirmed end date of the board you will **not** receive a refund.
21. The Crazy Dog Lady Teesside is not subject to Distance Selling Regulations. By paying your deposit you are confirming your booking and therefore entering a legal contract with The Crazy Dog Lady Teesside subject to these Terms and Conditions.

Veterinary Details

22. The Crazy Dog Lady Teesside 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 his/her board I will take him/her to your nominated Veterinary Surgery. You agree for The Crazy Dog Lady Teesside, your emergency contact and advice from a qualified veterinary surgeon to make any decisions regarding your dog's health/welfare, providing it is acting in the best interest of your dog. An emergency contact number for you or someone to make these decisions on your behalf will be required. You agree to be responsible for payment of veterinary fees incurred upon your return. I do recommend that your dog(s) is/are insured against sickness, accident, injury and third party liability prior to the start of the board. The booking form gives the emergency contact authorisation to take your dog(s) to the Vet's if necessary, whilst also confirming you will either reimburse the emergency contact or The Crazy Dog Lady Teesside any fees or pay the Veterinary Surgery directly, which-ever applies.
23. You agree that if your dog(s) attacks, or is involved in a fight with, another dog (and/or person) causing injury to that dog (and /or person), you will be responsible for any losses incurred as a result including, but not limited to, payment of veterinary fees in respect of injuries to another animal caused by your dog(s). I recommend but do not insist that your dog be insured against sickness, accident, or injury and for third party liability prior to boarding.

24. The client is responsible for any veterinary bills, no matter how they are incurred whilst the pets are in the care of The Crazy Dog Lady Teesside. except those caused by reckless acts on the part of The Crazy Dog Lady Teesside.

25.

Damage to The Crazy Dog Lady Teesside's own Property

26. Your dog(s) must not be known to chew, scratch or destroy furniture or house fittings under normal circumstances. Should your dog's behaviour become uncontrollable, destructive or unreasonable, you accept that he/she could be placed in a dog boarding kennel at your own expense until your return and will be subject to a £20.00 transfer charge which will be payable by yourself upon your return. There will be no refund of the boarding fees you have paid to The Crazy Dog Lady Teesside and any additional fees charged by the kennels will be payable by you.

27. Any damages caused by your dog The Crazy Dog Lady Teesside's home or possessions other than reasonable wear and tear will be paid for by you directly to The Crazy Dog Lady Teesside on your return.

Your Dog's Holiday

28. You agree to provide The Crazy Dog Lady Teesside enough food for the entire duration of your dog's stay, any treats allowed, your dog's own bedding, any medication required, toys, lead and any other material requirements your dog requires or items which will help your dog to settle. If insufficient food is supplied at the start of the board you agree to refund The Crazy Dog Lady Teesside costs incurred purchasing more food.

29. You agree that that after 2 weeks following your stated return date you have not returned to collect your dog(s) and every attempt has been made to contact you and your emergency contact number without success then your dog(s) will be put up for re-homing.

30. You agree that your dog will socialise with other dogs and you accept the risks involved and agree that The Crazy Dog Lady Teesside are not liable for any illnesses or injuries resulting during your dog's attendance, except those caused by reckless acts on the part of The Crazy Dog Lady Teesside.

31. I accept up to 4 dogs at any one time and you agree that this is acceptable to yourself. You will need to sign the Dog Home Boarding Booking form accordingly to confirm your consent.

32. You recognise the risks associated with The Crazy Dog Lady Teesside transporting your dog to and from the property, to a vet or on any other walks or days out and you expressly relinquish any and all claims against The Crazy Dog Lady Teesside except those caused by reckless acts on the part of The Crazy Dog Lady Teesside.

Insurance

33. The Crazy Dog Lady Teesside is covered by business public liability insurance with care custody and control extension liability to animals. Insurance does not cover any costs that may be incurred, either veterinary or other as a result of sickness, accident or damage caused to or by any guest dog.

34. It is recommended but not essential that client's take out their own veterinary insurance and leave policy details on record.

Cancellation

35. If you need to cancel your booking for any reason, you will not receive a refund of the deposit paid.