

MUTTS & MUNCHKINS - HOUSE RULES

Please read through these HOUSE RULES before signing the BOOKING FORM as they provide a legal contract between you THE OWNER and us MUTTS & MUNCHKINS. The welfare of the dogs in my care and the confidence of their owners are my highest priorities and these HOUSE RULES reflect those priorities.

YOUR DOG AND THEIR STAY WITH US

Dogs are accepted on the basis of information provided verbally and as written on the BOOKING FORM/ ENQUIRY FORM. Should dogs exhibit unsettling or dangerous behaviour not predictable from the information disclosed, then MUTTS & MUNCHKINS reserves the right to isolate them during the contract period. Dogs requiring such isolation will, depending on the situation, be transferred into either an alternative home boarding business or a local boarding kennels, and the owners charged accordingly. It is therefore important that the information provided is accurate, correct and includes such potential behavioural issues as possessiveness, aggression, running off or prolonged barking. All dogs at MUTTS & MUNCHKINS must have been vaccinated against and have annual boosters for Distemper, Infectious Canine Hepatitis, Adenovirus, Parvovirus, Leptospirosis and Kennel Cough. In addition they must be on an up-to-date worming, flea-and tick treatment using veterinary licensed products. MUTTS & MUNCHKINS can administer these parasite treatments if requested by the owner at the time of check-in (at an additional cost - charged on final bill). Bookings are confirmed on receipt of a deposit of £25 (again, which will be deducted on the final bill). This can either be paid by cheque or by bank transfer.

Balance of payment of the final bill is due on the day after checkout and can be made either by cheque or by bank transfer payable to VIVIAN SWART/MUTTS & MUNCHKINS.

If a dog is returned home early on the request of the owner, the unused period of the contract will be charged. If a dog is returned home early on the request of MUTTS & MUNCHKINS for any reason other than the behaviour of the relevant dog (or for instance when a female dog has come into season) then the unused period of the contract will not be charged.

YOUR UNDERTAKING

Owners must provide full and correct information about their dog both verbally prior to booking and on the BOOKING FORM. All clients must complete a BOOKING FORM for each booking. Should clients not provide a completed form at the time of drop off/check-in and a previous booking has been made then their previous form will be taken as current. In case no previous booking has taken place and a BOOKING FORM has not been completed, we reserve the right to refuse and where possible find an alternative boarding arrangement for your dog.

Completion of the BOOKING FORM signifies acceptance of these HOUSE RULES. Owners will indemnify MUTTS & MUNCHKINS against all costs, claims and damages arising from any act of their dog whilst in the care of MUTTS & MUNCHKINS. Owners must inform MUTTS & MUNCHKINS as soon as possible if they require their dog to stay for different dates than originally agreed. MUTTS & MUNCHKINS will do all they can to accommodate such changes but reserves the right to re-house the dog if need be at the expense of the owner. Owners are liable for the full replacement value of any item at MUTTS & MUNCHKINS damaged by their dog unless it was clearly caused by MUTTS & MUNCHKINS' negligence or unless the owner provided adequate warning of such possible behaviour either verbally or on the BOOKING FORM.

OUR UNDERTAKING

MUTTS & MUNCHKINS will do all they can as far as is reasonably practicable to ensure the safety and highest welfare of the dogs in their care, and to abide by the guidelines outlined on the BOOKING FORM. MUTTS & MUNCHKINS will make every effort to contact the owner for guidance should their dog fall ill or suffer an accident whilst staying at MUTTS & MUNCHKINS.

If this proves impossible or impracticable, MUTTS & MUNCHKINS reserves the right to use the services, at the expense of the owner, of our local recommended Veterinary Practice. All costs, fees and expenses incurred as a result of accidents or illnesses will be the full responsibility of the owner. Should a dog require veterinary treatment then MUTTS & MUNCHKINS may contact your own vet out of professional courtesy. Please advise us if you would prefer us NOT to do so. MUTTS & MUNCHKINS cannot accept any liability for loss, injury or death of any dog whilst in our care except when such a loss, injury or death is recoverable under the MUTTS & MUNCHKINS' insurance policy. Dogs at MUTTS & MUNCHKINS will be under the immediate care and control of Vivian Swart at the address mentioned on the BOOKING FORM also referred to as the home address of Vivian Swart. In addition they may be taken on walks or looked after by other experienced, trustworthy, trained and responsible staff. We reserve the right, and only in the interest of the dog, to place dogs with other experienced carers should the need arise. We are fully insured and licensed (veterinary checked) but this limits us to accept no more than 4 dogs at any one time. And all new guests are introduced slowly and under controlled conditions to make sure that everyone fits in happily.

BEHAVIOUR, DESTRUCTIVE ACTIONS AND AGGRESSION CLAUSE

1. TRUE AND ACCURATE REPRESENTATION

The OWNER warrants and represents that the pet is non-aggressive, has no history of biting or attacking humans or other animals, and does not possess any dangerous behavioural traits. The OWNER must disclose any known behavioural quirks, fears, anxiety triggers, or destructive tendencies (such as separation anxiety, excessive barking, chewing, or digging) prior to the commencement of the boarding period.

2. RIGHT TO REFUSE OR TERMINATE SERVICE

MUTTS & MUNCHKINS reserves the right to terminate this contract immediately and refuse or discontinue services if, at any time during the boarding period:

The pet displays unexpected aggression that poses a safety risk to the Boarder aka MUTTS & MUNCHKINS, the Boarder's family, or other animals. The pet's behaviour becomes unmanageable or unsafe within a home environment.

3. EMERGENCY PROTOCOL FOR AGGRESSION AND BITING

In the event that the pet bites a human or another animal, or exhibits severe, unmanageable aggression, MUTTS & MUNCHKINS will execute the following steps:

Immediate Isolation: The pet will be safely isolated from all humans and other animals for the safety of all parties. Emergency Contact Notification: MUTTS & MUNCHKINS will immediately notify the OWNER or the designated Emergency Contact. Alternative Arrangement: The OWNER or Emergency Contact is required to pick up the pet immediately. If they cannot be reached or are unable to retrieve the pet, MUTTS & MUNCHKINS reserves the right to transfer the pet to an emergency boarding kennel, a veterinarian facility, or local animal control at the OWNER'S sole expense.

4. LIABILITY FOR DAMAGE AND INJURY

Injury to Persons/Animals: The OWNER accepts full financial and legal responsibility for any injury, trauma, or medical expenses resulting from a bite or attack caused by their pet to the Boarder, any third party, or any other animal. Property Damage: The OWNER agrees to fully reimburse VIVIAN SWART aka MUTTS & MUNCHKINS for any damage to the Boarder's home, property, furniture, or yard caused by the pet (including but not limited to chewing, scratching or tearing items).

FINALLY

From time to time MUTTS & MUNCHKINS may make recommendations or introductions of other service providers who may be of interest. It is the responsibility of the client to ensure that the services provided are suitable and we accept no liability in relation to any such services or any loss arising from or in connection with them. Any health or behavioural recommendations are MUTTS & MUNCHKINS' opinion-only and should be taken as such. It is the responsibility of the customer to follow up any such recommendations with their own veterinary surgeon or dog behaviourist. MUTTS & MUNCHKINS reserve the right to refuse to provide services in respect of any dog at any time without prior warning. These HOUSE RULES may be subject to change at any time without prior notification.

The website, its contents and prices are also subject to change at the discretion of MUTTS & MUNCHKINS and all prices quoted are inclusive of VAT.

THANK YOU for reading and I look forward to welcoming you soon!

Yours sincerely - Vivian Swart (proprietor)

