



Leafields Dog Retreat Terms and Conditions of Service

License Holder: Claire Ball License Number: M090127

In the following conditions, Leafields is referred to as Leafields, and the owner of the dog to stay is referred to as "the Client"

1. All dogs must have attended a mandatory familiarisation session before they can stay with the Client. The form can be located on the website on the Fees & Booking page. Please tick the Accept Terms and Conditions box on the online booking form to confirm this visit has been completed.
2. All bookings must be made by the Client via the online booking form. Please complete one form per dog per boarding visit.
3. Day care visits, please complete the online booking. If you state in the ADDITIONAL INFORMATION box you accept that the information provided is accurate and can be used for future daycare bookings than completion once is acceptable. Client is responsible to complete a new form whenever a change happens, for example vaccination dates, new address, phone number, emergency contact etc.
4. The Clients dog(s) MUST have comprehensive insurance to cover any veterinary care they may require during their visit / stay at Leafields.
5. The Client must ensure the current vaccination certificate must be produced on arrival. Initial vaccinations must be administered four weeks prior to boarding, subsequent booster vaccinations must be administered a minimum of 14 days prior to boarding. Dogs must be fully vaccinated against Canine Distemper, Infectious Canine

Hepatitis, Leptospirosis, Canine Distemper, Kennel Cough & any other relevant disease.

6. The Client dog(s) must be up to date with worming and parasite/ flea and tick treatment. If on arrival the health of any dog is a cause for concern, we reserve the right to refuse admission.
7. Any dog requiring veterinary attention, (in the opinion of Leafields) will be taken to your own vet, (if local) during opening hours. Out of hours or non-local clients will be treated by our local veterinary practice, The Uttoxeter Vet Practice.

The Client is liable for all veterinary consultation & treatment fees plus travel expenses incurred by Leafields. Payment must be made in full before the dog is collected. If your appointed vets are used, all fees will be on left on your account to settle directly with your vet.

Any costs associated with your dog requiring veterinary attention as a result of an altercation with another dog, the liability will be with the owners of the dog whom instigated the incident which lead to treatment being sort should it be clear which dogs were involved. Please note there is always a risk with off lead play, and on agreeing to these terms, you agree to the risk and associated risks/costs that may occur.

8. The Client is to bring your dog's own food and preferred treats to cover duration of visit. Should additional food be required, full cost of purchase will be added to your bill payable on collection.
9. Clients are asked to help minimise the dogs coat getting dirty & or wet, & it's recommend to supply a dog coat or microfibre robe

10. Clients must ensure their dog(s) have a collar with identification tag, which states owners name & telephone number. Off the premises the dog must have a collar with my identification details on it – Claire Ball 07961819598. Leafields will provide for use to travel to the vets if required.

11. Dogs visiting for the first time will have their microchip scanned. If no microchip reading we will ask you get the dog microchipped before their next stay. (Please ensure your personal details are upto date.)

12. We do not accept entire males over the age of 12 months, or bitches in season.

13. Fees are charged on a daily rate which includes the day of arrival and the day of departure unless collected by 10am on day of departure. Failure to collect within agreed time period will incur an additional cost of £5 per hour until collected.

14. No refunds will be made in the case of early collection.

15. We accept payment online or in cash. Upon booking we require a 50% non-refundable deposit. Bookings are not confirmed until receipt of the deposit. Bank details for online payments are:

Claire Ball
HSBC
Sort code 40-43-03
Account number 81311522

16. Any customers failing to honour a booking without any notification will be liable for payment in full.

17. Clients are to pay in full before collecting their dog(s). No dog will be released unless payment is received in full. All dogs booked in for daycare must pay on arrival if cash payment or day prior if via bank. A late payment fee will apply, at a fee of £5 /day.

18. Any dog not collected within 7 days of departure date will be dealt with at the discretion of the management. The owners will be liable for all costs incurred.

19. The Client has explicitly confirmed that their dog has no record of aggressive or anti-social behaviour and they have made a full and frank disclosure of any characteristic or traits that might make their dog unsuitable for socialising with other dogs.

As we operate a home boarding service, failure to disclose correct information with regards to your dog's behaviour that results in an injury, accident or damage will result (at Leaffield's discretion) in additional costs for repair, restoration or other professional costs, including veterinary bills.

20. Any dog that sleeps on the owners bed or in the owners bedroom on a frequent bases must be comfortable sleeping away from human contact at night prior to stay. Any puppies must be crate trained prior to stay. Any accidents or injuries as a result of the dogs insecurity with being away from home while in our care requiring veterinary care will be covered under the Clients insurance.

21. CCTV footage is the sole property of Leaffields. Footage will not be released under any circumstances.

Opening hours*:

Mon – Fri 08:00 – 10:00 (AM) and 16:00 – 18:00 (PM)

Sat – Sun 09:00 – 10:00 (AM) and 16:00 – 17:00 (PM)

Leaffields is closed for daycare from 23rd December pm until 27th am December, & 30th December pm until 2nd Jan am.

*These are subject to change.

Conditions of booking

In making a booking you are accepting the below conditions:

- a. I understand and agree to my dog(s) being socialised with other dogs
- b. I understand and agree to my dog(s) being walked/paddock play with other dogs from other families
- c. I understand and agree to my dog(s) sharing the use of the outdoor areas with other dogs during their stay.
- d. I understand a mandatory trial familiarisation session has to take place prior to a stay, or booking confirmation, including familiarisation with any resident dogs. I've printed & complete the form and will return hard copy, with vaccination card on arrival of initial booking.
- e. I understand and agree to my dog(s) boarding with dogs from different households at the same time.
- f. Each dog is feed separately unless you give written consent otherwise.
- g. All items brought in with the dog(s) must be clearly labelled for ease of identification and recording on arrival.
- h. Any dog(s) whom can't be exercised, please state alternative forms of mental stimulation you adopt at home. Unless receive written instruction, your dog will not be given appropriate exercise.
- i. I hereby consent to my dog(s) to be keep together with other dogs from other families in designated rooms.
- j. I hereby confirm consent for Leafields to utilise their own crates & /or plastic beds if required or I can opt to bring my own if advised via the online booking form, section "Additional Information"
- k. During the period of stay, Leafield's will exercise every possible care and attention to the welfare and safety of your dog, however Leafield's accepts no responsibility for problems or accidents outside their control.

- l. In the unlikely event of your dog dying whilst in our care, we will follow the guidance of our Veterinary practice. We will inform you of your dogs passing while in our care, unless you advise us in writing not to until you return.
- m. Kennel Cough. This is an airborne infection and outside the control of Leafields Dog Retreat. We will never knowingly accept a dog with the condition, but as incubation can exceed 10 days, it may not be undetectable prior to arrival. The OWNER therefore accepts that this hazard exists, and even with Kennel Cough vaccination, dogs can become effected, the symptoms are milder.
- n. Leafields are bound by conditions of our license to maintain information about yourself and your pet. We will retain these records after the dogs stay in case we need to contact you. If you would like us to remove your data from our records please advise in writing to hello@leafields.co.uk, Attention Data Officer, Claire Ball.
- o. Your dog may appear on social media unless you advise in writing not to on the online booking form.
- p. You understand that the care of your dog will be undertaken by a combination of the staffing team. No one person can be on duty 24/7.
- q. Your dog will receive a minimum of 2 - 4 hours exercise a day (all weather conditions) within our own paddocks unless written instructions provided to do otherwise. Those dogs that required a bespoke exercise regime, please detail on the online booking form.
- r. Environment is suitable to friendly social dogs, whom are house trained, with good basic manners. Not suitable to dogs whom are prone to un necessary barking, jumping up at people, or highly nervous.
- s. You accept and understand Leafields Dog Retreat is classified as Lower risk by Stafford Borough Council, not NO risk.

On submitting the online booking form you agree to all of the above.