



Poochie Pups Terms & Conditions for Doggy Daycare & Boarding

Welcome! We're excited to care for your dog. These friendly terms help us keep pets safe, happy, and comfortable. By enrolling or bringing your dog to Poochie Pups, you agree to the following.

Who's Who

"Client" — you, the dog's owner or authorised caregiver.

"Business" —Poochie Pups, including staff and contractors.

"Dog(s)" — the pet(s) in our care.

Registration & What We Need Before your dog's first visit,

Owner name, address, phone, and email.

Emergency contact info.

Your veterinarian's name, clinic, and phone.

Current vaccination records

(rabies, DHPP or equivalent, Bordetella if required).

Any medical conditions, medications, behavioral notes, allergies, or special needs.

Health & Clean Bill of Wellness Please bring a healthy, flea/tick-free dog. If your dog appears sick, we may ask you to delay their visit for the safety of others. We may refuse care if vaccinations aren't up to date.

Fleas and Parasites

To ensure the health and well-being of all dogs in our care, and the maintenance of the home environment and workplace, we strictly require that dogs arriving for daycare or boarding are free of fleas, ticks, and other external parasites. We require that all pets be current with their flea and tick prevention treatments prior to their visit. All dogs will be checked upon arrival for fleas. If a dog is found to have fleas or other external parasites upon arrival, the dog must be removed immediately, either by the owner or an emergency contact, to prevent the spread of parasites to other animals and maintain a safe environment for everyone and prevent cancellations and/or loss of earnings to the business.

Trial Day / Trial Night

Before your furry friend joins us for daycare or boarding, we require a trial day or night, depending on what you're looking for. This helps us ensure it's a good fit for everyone. The trial is charged at our regular rate (£25 for daycare / £30 for boarding). During this time, we'll be checking if your dog is relaxed, happy, and gets along well with other dogs and people in our environment. Just a heads-up, we'll need you to be available to pick up your dog if, for any reason, we feel the trial needs to end early. Also, please note that the daycare/boarding fee for the trial is non-refundable in such circumstances.

Late Cancellations and Last-Minute Changes

As a genuine dog lover and a new business that is growing every week, it breaks my heart to turn away dogs in need of care while their owners are not home. I am committed to providing the best service/care possible, and I kindly ask for your understanding and support in the following:

Daycare:

Cancellations made at least 7 days in advance are greatly appreciated and help us offer the spot to another dog in need. Cancellations made less than 48 hours before the scheduled daycare are considered last-minute. Please note that **no refunds** will be issued.

I am happy to credit the amount that has been paid towards future bookings, provided at least 7 days' notice is given for cancellations. If you cancel less than 24 hours before the booked day, to rebook another day, you will need to pay another daycare fee and the original payment will be forfeited.

Boarding:

As per my terms and conditions, a 25% deposit is required at the time of booking to secure your place in my diary. If you cancel, the deposit is **non-refundable** but can be used as a credit toward future bookings (depending on the notice period provided)

Injuries During Playtime

Puppies and dogs love to play and often have lots of energy! Sometimes, play can get a little rough, especially since puppies use their sharp teeth and playful instincts. While we do our best to supervise and keep play safe, minor injuries such as scratches or bruises can occasionally occur.

Please understand that these minor injuries are a normal part of socialising and playing with other dogs. Our staff are experienced and attentive, working hard to monitor play and prevent injuries whenever possible. However, because play is natural and sometimes unpredictable, we cannot guarantee that every scrape or bump can be avoided.

If your dog does experience an injury during their stay, we will assess and give appropriate first aid. We will also notify you of any injuries sustained. Our priority is always your dog's safety and well-being.

By bringing your dog to us, you acknowledge that some minor injuries may occur during playtime, and you trust us to care for your pet and do our best to keep them safe.

Behavior & Playtime. We love friendly play!

Dogs should be non-aggressive toward people and other dogs. If your dog shows aggressive behavior, we may require an assessment, different arrangements, or stop services for safety. If a dog injures another dog or person, the owner is responsible for costs. Any payments, deposits, or fees already paid for the affected service(s) are non-refundable in such circumstances

Disruptive or Dangerous Behavior

Emergency removal & non-refundable fees If your dog becomes highly disruptive, aggressive toward other dogs, aggressive toward staff, or aggressive toward children while in our care, we will act immediately to protect the safety of all animals and people. This may include separating or restraining the dog, requesting immediate pick-up, and, if necessary, placing the dog with the Client's designated emergency contact or arranging removal from the premises. You authorise us to contact and deliver the dog to the emergency contact listed on your registration if you cannot be reached promptly. All costs associated with emergency removal, veterinary care, or other necessary actions are the Client's responsibility. Any payments, deposits, or fees already paid for the affected service(s) are non-refundable in such circumstances.

Medications & Special Care

We can give medications if they're clearly labeled with instructions and you sign an authorisation form. There may be an extra fee. We'll do our best to follow instructions but aren't responsible for unexpected reactions.

Drop-off & Pick-up

Our regular hours are 08:00 - 20:00. Please follow our drop-off and pick-up times. Late pick-ups may incur a fee. Need different hours? Let us know ahead of time and we'll try to accommodate. We are very flexible. Extra charges will apply if you require us to carry out the pick ups and/or drop offs, please discuss this when needed and we will work out a price based on the mileage. I am only available for pick ups after 9.30am and drop offs after 7.30pm.

Fees, Payment & Cancellations

Full payment is due on the day that the booking is made for doggy daycare to secure your place in our diary. For Boarding, no later than the first day of your booking. Boarding reservations require a 25% (non refundable) deposit and a trial night (charged at the normal rate) Please give at least 5 days' notice for cancellations to free up space for other clients' boarding requests. No-shows or late cancellations will prevent any future bookings.

Boarding Comforts & Your Belongings

Label any food, meds, or personal items. We provide basic bedding and bowls; you're welcome to bring familiar items at your own risk. We're not responsible for lost or damaged personal items.

Emergencies & Veterinary Care

If your dog becomes ill or injured, we'll try to reach you and your emergency contact. If immediate care is needed, we will seek veterinary treatment and you agree to cover reasonable costs. By signing, you authorise us to obtain veterinary care if needed.

Assumption of Risk & Liability

Play and group care carry normal risks (scrapes, minor injuries, stress). We'll supervise and care for your dog responsibly but aren't liable for routine incidents unless caused by gross negligence. You agree to reimburse us for vet or related costs caused by your dog (bites, injuries, damage, or escape).

Photos & Social Media

We may take photos or videos for records or to share on our social media. If you prefer we don't post images of your dog, please tell us in writing.

Ending Services

We may refuse or end services for safety reasons, repeated policy violations, non-payment, or concerns about a dog's well-being. You'll be asked to pick up your dog and settle any charges.

Updates

We may update these terms occasionally. We'll provide updated versions; using our services after updates means you accept them.

Confirmation

By enrolling and signing below, you confirm you've read, understand, and agree to these terms and that the information you provided is accurate.

Client/Owner Name:.....

Signature:

Date:.....

Emergency Contact Name & Phone (in case you are unreachable)

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