

POOCHIE PUPS

Terms & Conditions

Last updated: July 2026

Welcome

Thank you for choosing Poochie Pups Ltd. I'm delighted to be looking after your dog. These terms explain how I keep the dogs in my care safe, happy and comfortable, and what I need from you as an owner to make that possible. By booking with or bringing your dog to Poochie Pups, you agree to these terms.

Who's Who

- Client / You: the dog's owner, or the person authorised to make the booking.
- Poochie Pups / I / me: Poochie Pups Ltd, owned and run by Liz Smith, including any staff or contractors who assist with care.
- Dog(s): the pet(s) in my care.

1. Registration & What I Need

Before your dog's first visit, please provide:

- Your name, address, phone number and email address.
- Emergency contact details.
- Your vet's name, clinic and phone number.

Please let me know as soon as possible if any of these details change.

2. Vaccination Records

Please be ready to show vaccination records, if requested, for:

- Rabies
- DHPP (or equivalent)
- Bordetella (kennel cough), if required

Please also let me know about any medical conditions, medications, behavioural notes, allergies or special needs, so I can look after your dog properly.

3. Health & Cleanliness

Please bring a clean, healthy dog who is free of fleas and ticks. Vaccinations and flea prevention must be up to date. If your dog appears unwell on arrival, I may ask you to delay their visit, purely for the safety and comfort of everyone in my care.

4. Flea & Parasite Control

All dogs must be free of fleas, ticks and other external parasites on arrival, and up to date with parasite prevention treatment. I'll check for fleas when your dog arrives, and if any are found, I'll ask you to collect your dog promptly. This helps stop them spreading and keeps the environment safe and comfortable for everyone.

5. Female Dogs in Season

For the comfort and safety of all the dogs I look after, please let me know as soon as possible if your female dog is in season, due to come into season, or if you're not sure of her cycle.

- ▶ I'm not able to accept dogs in season for daycare or boarding.
- ▶ If a dog comes into season unexpectedly during a stay, I'll be in touch to arrange prompt collection.
- ▶ Any pre-paid days affected will be treated as unused days under Section 11 (Credits for Unused Days), as long as I'm notified as early as possible.
- ▶ Where you can, planning bookings around your dog's cycle helps avoid last-minute changes for everyone.

6. Playtime & Injuries / Risks & Liability

Rough play is a common and entirely normal part of how dogs socialise, especially puppies. It often involves wrestling, chasing, mouthing and play-biting, all within an overall spirit of fun. Minor injuries such as scratches can happen from time to time, even with close supervision.

I supervise every dog responsibly and will assess and treat any injuries, letting you know straight away. I'm not liable for routine incidents that happen during normal play, unless they result from gross negligence on my part. You agree to reimburse any vet or related costs I incur if these are caused by your dog.

7. Trial Day / Night

To make sure I can maintain a happy, safe environment for all the dogs in my care, every new dog must complete a trial day or night before I can confirm a regular daycare or boarding booking.

The trial fee is charged at the standard rate — £27 for daycare, £32 for boarding — and is non-refundable, even if the trial ends early.

The main goal of the trial is to check your dog feels safe, relaxed and content in my environment. If your dog shows signs of stress, anxiety or aggression, I may end the trial early and ask that they be collected promptly; the fee remains non-refundable in this case.

It's quite common for dogs to feel a little unsettled for the first few minutes, or up to an hour, after their owner leaves — I always take this into account and monitor closely. Throughout the trial, I'll keep you updated with photos and videos, give your dog extra attention, introduce them gradually to the others, and offer plenty of reassurance to help them settle.

I only accept small breed puppies, all of which must be kind, loving and well behaved. Every dog goes through the same trial process, and even the best-behaved puppies can occasionally act unpredictably.

8. Behaviour & Safety

Aggressive behaviour isn't tolerated, and may lead to an assessment or the end of services. If your dog injures another dog or a person, you'll need to collect them as soon as possible, and you're responsible for any resulting costs. Payments already made for unused daycare or boarding days are non-refundable in these cases.

9. Pricing Information

- ▶ Daycare: £27 per day (up to 9 hours, between 8am and 6pm).
- ▶ Boarding: £32 per night (from evening drop-off to morning pick-up).

Special rate for longer boarding stays: for bookings of 2 nights or more, there's no separate daycare charge for the nights in between — daycare is only charged on the first and/or last day, depending on your drop-off and pick-up times.

Additional daycare charges: if daycare is added onto a boarding booking, it's charged at a reduced rate of £20 per day.

Long-term boarding discount: for stays longer than 14 nights, I may reduce the nightly rate at my discretion — please get in touch to discuss.

All pricing is reviewed from time to time and may change.

10. Regular Clients: 4-Week Block Payment & Flexible Booking

To reserve your dog's regular spot, I ask for a minimum of 4 weeks to be paid upfront. This covers the days your dog is scheduled to attend, and the days don't need to be consecutive. If your plans change and your dog needs time off — say, if you're away — that's absolutely fine. You'll only be billed for the days your dog actually attends, as long as the full 4-week block is paid in advance.

11. Credits for Unused Days & How You Can Use Them

If you let me know at least 7 days in advance that a booked and paid day is no longer needed, I'll issue a credit day, which can be used for an additional, one-off daycare day in future.

- ▶ Credits can only be used for individual, one-off daycare days.
- ▶ They can't be transferred to anyone else or exchanged for cash.
- ▶ Credits must be used within 6 months of issue, or they'll expire.
- ▶ Credits can't be deducted from your regular block payments — they're only for ad hoc days.

This helps keep things flexible for you, and manageable for me financially.

12. Liability & Disclaimers

I do everything I reasonably can to keep all dogs in my care safe, but as with any environment where dogs socialise, accidents or health issues can occasionally happen. Unless caused by my negligence, I'm not responsible for things like:

- Eye or ear infections
- Allergic reactions
- Swallowing foreign objects
- Incidents during walks
- Plant-related issues
- Minor injuries

By agreeing to these terms, you accept these as normal risks of group dog care, except where they result from my negligence.

13. Emergency Contact & Contingency

If I, Liz Smith, become ill or face a family emergency, you authorise your emergency contact to collect your dog promptly and make necessary decisions on your behalf, including in situations involving illness, behavioural issues, or contagious disease.

If neither you nor your emergency contact can be reached, I'll act in your dog's best interests — this may include seeking veterinary care, or arranging temporary care with a trusted family member or friend.

14. Medications & Special Needs

I'm happy to administer medication where it's clearly labelled and I have your signed authorisation. An additional fee may apply. I'll follow your instructions carefully, but I'm not responsible for unexpected reactions to medication given as directed.

15. Drop-off & Pick-up

My working hours are 08:00–18:00. Please let me know in advance if you need a different time.

- Late pick-up fee: £5.
- Extra charges may apply for special arrangements.
- Early pick-up (before 9:30am) or late drop-off (after 7:30pm) may be available on request, subject to an additional charge.

16. Fees, Payment & Cancellations

- Full payment is due on the date the booking is made.
- Boarding bookings require a 25% non-refundable deposit.
- The remaining balance must be paid at least 14 days before boarding begins.
- Cancellations with less than 7 days' notice may affect your ability to make future bookings.

17. Belongings & Comforts

Please label all food, medication and personal items clearly. I provide basic bedding and bowls, and you're welcome to bring familiar items from home at your own risk. I'm not responsible for belongings that are lost or damaged.

18. Emergencies & Veterinary Care

If your dog becomes sick or injured while in my care, I'll contact you and seek veterinary care if needed. You agree to cover any costs this involves.

19. Photos & Social Media

I may take photos or videos of your dog for my own records, or to share on Poochie Pups' social media. If you'd rather I didn't post images of your dog, just let me know in writing and I'll respect that.

20. Data Protection

I keep a small amount of personal information about you and your emergency contacts — such as names, contact details and vet information — purely so I can provide safe, effective care for your dog and reach the right person if needed.

Your information is stored securely, is only shared where genuinely necessary (for example, with a vet in an emergency), and is kept only for as long as I reasonably need it. You're welcome to ask at any time to see, correct, or have this information deleted, in line with the UK GDPR and Data Protection Act 2018.

21. Ending Services

I reserve the right to refuse or end services where there are safety concerns, breaches of these terms, non-payment, or welfare issues. If services end, you'll need to collect your dog promptly and settle any outstanding charges.

22. Updates

These terms may be updated from time to time. Continuing to use my services after an update means you accept the revised terms.

23. Governing Law

These terms are governed by the laws of England and Wales.

Confirmation

By booking with Poochie Pups, you confirm that you have read, understood and agree to these terms, and that all information you've provided is accurate.

Owner's Name:

Signature:

Date:

Emergency Contact

Please note: this person must be based in London or the surrounding areas.

Contact 1

Name:

Phone:

Email:

Contact 2

Name:

Phone:

Email:

Thank you for booking with Poochie Pups