



Welcome!

I'm excited to care for your dog. These friendly terms help me to keep pets safe, happy, and comfortable. By enrolling or bringing your dog to Poochie Pups, you agree to all of these terms.

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 my care.



1:Registration & What I Need

Before your dog's first visit, please provide:

- Owner's name, address, phone number, and email.
 - Emergency contact information.
- Your veterinarian's name, clinic, and phone number.



2:Vaccination Records

Please show, if requested vaccination records for:

- Rabies
- DHPP or equivalent
- Bordetella (if required)

Also, inform me of:

- Medical conditions
 - Medications
 - Behavioral notes
- Allergies or special needs



3:Health & Cleanliness

You must bring a clean, healthy, flea/tick-free dog.

If your dog appears sick, I may ask you to delay their visit for safety reasons.

Vaccinations and flea prevention medication must be up to date.



4:Flea and Parasite Control

All dogs **must** be free of fleas, ticks, and external parasites upon arrival. All pets must be current with parasite prevention treatments. I will check for fleas when your dog arrives. If fleas are found, the dog must be removed immediately to prevent spreading and ensure a safe environment.



5: Playtime & Injuries / Risks & Liability

Rough play is a common and normal form of social interaction among dogs (especially puppies). It often involves behaviors such as wrestling, chasing, mouthing, and play-biting, but it is characterised by an overall sense of fun and mutual engagement. Minor injuries like scratches can and will happen. I will assess and treat any injuries and notify you. I supervise responsibly but am not liable for routine incidents unless caused by gross negligence. You agree to reimburse me for vet or related costs caused by your dog (if applicable).



6: Trial Day/Night

To ensure that I can maintain the happy, safe environment that I have created for dogs
In my care, all new pups must complete a trial day or night
before I can confirm a booking for regular daycare or boarding.

The trial fee is charged at the standard rates: £27 for daycare and £32 for boarding
(non refundable if it ended early).

The primary goal of the trial session is to make sure that your dog feels safe, relaxed, and content in my environment. If your dog shows signs of stress, anxiety, aggression or unhappiness, I may end the trial early and request that the dog be collected immediately. Please note that the fee in such cases is non-refundable.

It's common for dogs to initially display signs of stress or anxiety for the first few minutes or up to an hour after their owner leaves. I always take this into account and closely monitor their well-being. Throughout the trial, I keep owners updated with videos and pictures, give extra attention to the new dog, introduce them gradually to the other dogs, and provide lots of cuddles to help them settle in comfortably. I accept small to medium-sized, friendly, and well-behaved dogs and puppies only. All dogs undergo the same trial process. Once they pass, they are accepted for regular stays. Remember, even well-behaved dogs can act unpredictably.



7: Behavior & Safety

Aggressive behavior will not be tolerated.

Aggressive behavior may lead to assessment or service termination. If your dog injures another dog or person, you are required to collect asap and are responsible for any costs. Payments that have been made for any unused daycare/boarding days are non-refundable in such cases.



8:Pricing Information

Daycare: £27 per day (up to 9 hours between 8am and 6pm)

Boarding: £32 per night (from PM to AM)

Special Boarding Rate for Longer Stays:

For boarding bookings of 2 nights or more, I will not charge for daycare on the in-between days. Instead, you will only be charged for daycare on the first and/or last day of the stay, depending on the start and end times.

Additional Daycare Charges

If daycare is added onto a boarding booking, the charge will be reduced to £20 per day. Long-Term Boarding Discount: For stays longer than 14 nights, I may reduce the nightly boarding fee at my discretion. Please contact me for details and to discuss arrangements.

All pricing is subject to change at the sole discretion of the owner



9:(Regular clients) 4-Week Block Payment & Flexible Booking

To reserve your dog's spot, regular clients need to pay for a minimum of 4 weeks upfront. This payment covers the days your dog is scheduled to come, and the days don't have to be consecutive. If your plans change, and your dog needs time off—like if you're away for a week—that's okay. You can book only the days you need, as long as you still pay for the full 4-week block in advance. You will only be billed for the weeks your dog attends.



10:Credits for Unused Days & How You Can Use Them

If you notify me at least 7 days in advance that you no longer need a booked and paid day, I will issue a 'credit day'. You can use this credit day for an additional, one-off daycare day in the future if you need extra care outside your regular booking.

Please keep in mind:

- The credit can only be used for individual, one-time daycare days.
- It cannot be transferred to anyone else or exchanged for cash.
- Credits must be used within 6 months of issuance; if not used, they will expire.
- Credits cannot be deducted from your regular block payments—they are only for ad hoc days. This helps maintain flexibility for you and keeps things manageable for me financially.

Please note: I can no longer deduct these credit days from your bulk payments. Credits can only be used for ad hoc days, not to reduce your block booking payments. This way, you get some flexibility, and I can keep things financially manageable on my end too.



11:Liability & Disclaimers

While I do my best to keep all dogs safe, accidents or health issues may happen.

I am not responsible for:

Eye or ear infections

Allergic reactions

Swallowing foreign objects

Accidents during walks

Plant-related issues

Minor injuries

You release Poochie Pups from claims related to these incidents.



12:Emergency Contact & Contingency

In the case that I, Liz Smith, Owner of Poochie Pups, become ill or face a family emergency:

You authorise that you or your emergency contact is able to collect your dog promptly / make decisions, and that you / this person will handle situations like illness, behavioral issues, or contagious diseases.

If neither you nor the emergency contact can be reached, I may seek veterinary care or take necessary actions for your dog's well-being. This could include leaving your dog in the care of a trusted family member or friend.



13:Medications & Special Needs

I can administer medications if clearly labeled and with your signed authorisation. Extra fees may apply. I follow instructions but am not responsible for unexpected reactions.



14:Drop-off & Pick-up

Working hours: 08:00 - 18:00.

Late pick-up fee: £5

Please inform me in advance if you need different hours.

Extra charges may apply for special arrangements.

I may be available for pick-ups after 9:30 am and drop-offs after 7:30 pm (available upon request and additional charges will apply)



15:Fees, Payment & Cancellations

- Full payment is due on the date that booking is made.
- Boarding bookings require a 25% non-refundable deposit.
- Balance must be paid at least 14 days before boarding.
- Cancellations with less than 7 days' notice may prevent future bookings.



16:Belongings & Comforts

Label all food, medications, and personal items. I provide basic bedding and bowls. You may bring familiar items at your own risk. I am not responsible for lost or damaged belongings.



17:Emergencies & Veterinary Care

If your dog becomes sick or injured, I will contact you / seek veterinary care if needed.
You agree to cover costs.



18:Photos & Social Media

I may take photos or videos for records or social media. If you prefer I don't post images of your dog, please inform me in writing.



19:Ending Services

I reserve the right to refuse or end services for safety concerns, policy violations, non-payment, or welfare issues. You must pick up your dog and settle any charges.



20:Updates

These terms may be updated occasionally. Continued use of my services after updates indicates your acceptance.



21:Confirmation

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

Owner's Name:

Signature:

Date:

Emergency contact:

This person must be based in London or surrounding areas.

Contact 1:

Name:.....

Phone:.....

Email:.....

Contact 2:

Name:.....

Phone:.....

Email:.....



Thank you for booking with Poochie Pups