



## Terms & Conditions

*Last update: 05 June 2015*

All work done by Boarding the Ark is subject to our standard terms and conditions, as outlined below. These are the terms on which Boarding the Ark, hereinafter referred to as "Boarding the Ark", or "We", is prepared to provide services to you, hereinafter called the "Client" or "You".

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY.

Completion and signature of the Client Agreement Form will be deemed acceptance of the following terms and conditions.

Boarding the Ark reserves the right to modify these Terms and Conditions at any time, effective upon issuing a copy of the modified Terms and Conditions to the client.

The headings in these Terms and Conditions are for your convenience only and shall not affect interpretation.

### 1.0 Services

- 1.1 Subject to these terms and conditions, Boarding the Ark will provide to you Pet Sitting Services as set out in the Agreement Form. The Agreement Form will be signed by the Client before the commencement of any services.
- 1.2 The Dog Walking service provided by Boarding the Ark will consist of a 45 minute walk which will be charged as set out in the services page of the Boarding the Ark website. If Boarding the Ark needs to transport your dog(s) to the venue of the walk and/or needs to dry off your dog(s) after the walk, then these services will be provided free of charge in addition to the 45 minute walk.
- 1.3 Boarding the Ark will not exercise dogs off the lead unless the Client has given permission on the signed Agreement form.
- 1.4 Boarding the Ark will only board or walk females who are in season if we can adapt our services to meet the specific needs required.
- 1.5 Boarding the Ark does not board or walk aggressive dogs.
- 1.6 Boarding the Ark will only board uncastrated males over nine months following a successful assessment and trial board.
- 1.7 For the duration of any Dog Walking/Dog Boarding services provided by Boarding the Ark, We will attach a disc to the collar of the dog(s) which will contain relevant contact details for Boarding the Ark.
- 1.8 Boarding the Ark will not be held responsible for the loss of any cats that have access to a cat flap. In the event of a cat going missing, Boarding the Ark will continue with agreed visits and will notify the vet, ID Chip, insurance and local police

- 1.9 When using the Dog/Small Animal Boarding service, the Client will provide all food, medication and other requirements for their pets stay. Any additional items that have to be purchased will be paid for by the Client at the end of the stay.
- 1.10 Boarding the Ark will not be able to offer Dog Visiting services where the dog will be left unattended overnight.
- 1.11 Whilst providing Pet Sitting Services, Boarding the Ark will only leave pets unattended for short periods, as agreed with the Client on the Agreement Form or in an emergency.
- 1.12 Delivery and collection of any Pet(s) using Boarding the Ark Boarding Services is strictly by appointment only.

## **2.0 Service Charges and Payments**

- 2.1 All charges for Services provided to the Client shall be in accordance with those set out in the Services page of the Boarding the Ark website.
- 2.2 For regular Dog Walking services, the Client will pay for the service in advance, with either the first walk of the week or month.
- 2.3 For irregular Dog Walking services, the Client will pay a 50% deposit on booking, with remainder being paid by the Client at the start of the first walk.
- 2.4 For Pet Visiting services, the Client will pay a 50% non refundable deposit on booking. The Client will pay the balance outstanding on commencement of service.
- 2.5 For Small Animal Boarding services, the Client will pay a 50% non refundable deposit on booking. The Client will pay the balance outstanding on commencement of service.
- 2.6 For Dog Boarding services, the Client will pay a 50% non refundable deposit on booking. The Client will pay the balance outstanding on commencement of service.
- 2.7 For Dog Boarding services charges are applied for every 24 hour period. (For example a dog dropped off at 9am on day 1 and picked up by 9am on day 2 will incur one 24 hour charge. A dog dropped off at 9am on day 1 and picked up at 16:00 on day 2 will incur two 24 hour charges).
- 2.8 Any services provided on Bank Holidays, Christmas Day, Boxing Day, New Years Day and Easter Sunday will be charged at double rate.
- 2.9 Boarding the Ark reserves the right to modify Service charges at any time.
- 2.10 At this time, Boarding the Ark accepts payment by cash, cheque or electronic bank transfer.
- 2.11 Any Dog Walks/Pet Visits cancelled by the Client with less than 24 hours notice will be charged at full rate.
- 2.12 Boarding the Ark aims to walk dogs in a small group. If your dog requires to be walked individually this will incur a surcharge of £5 per walk.
- 2.13 Weekend walking (when available) will incur a £5 surcharge per walk.
- 2.14 For boarding and day care services provided by Boarding the Ark, puppies up to the age of one year will incur a surcharge of £5 per charging period per puppy.

### **3.0 Pet Welfare**

- 3.1 If whilst providing Pet Services, it becomes necessary for the Pet(s) to be taken to visit a vet, Boarding the Ark will endeavour to contact the Client or an alternative contact number provided by the Client on the Agreement Form.
- 3.2 Boarding the Ark will endeavour to transport your Pet to the Veterinary Practise recorded on the Agreement Form. In an emergency Boarding the Ark will transport your Pet(s) to the nearest Veterinary Practise.
- 3.3 For the duration of services provided by Boarding the Ark and recorded on the Agreement Form, the Client gives Boarding the Ark permission to transport their Pet(s) to the Veterinary Practise recorded on the Agreement Form or in case of emergencies the nearest Veterinary Practise.
- 3.4 For the duration of services provided by Boarding the Ark and recorded on the Agreement Form, the Client authorises the Veterinary Practise recorded on the form, or in case of emergency the nearest Veterinary Practise, to treat their Pet(s).
- 3.5 The Client will be responsible for the payment of any fees incurred following a visit to a Veterinary Practise and will make full payment on their return.
- 3.6 Boarding the Ark assumes no responsibility for the loss of the pet(s) and is released from all liability related to treatment and expense.
- 3.7 In the event of a flea or worm infestation Boarding the Ark will treat the pet(s) at the Clients expense.
- 3.8 In the event of surgery or euthanasia Boarding the Ark will accept the advice of the veterinary surgeon. Boarding the Ark will notify the Client as per the Clients preference recorded on the Agreement Form.
- 3.9 Where the Client requires medication to be administered to pet(s) in the care of Boarding the Ark, We require a Medication Permission form to be completed by the Client authorising this.

### **4.0 Pet Behaviour**

- 4.1 Boarding the Ark cannot accept bookings for badly behaved or aggressive animals. Boarding the Ark may terminate an agreement if it is a reasonable thought that a pet is badly behaved or aggressive towards humans, animals or property.
- 4.2 Should the Client's dog show aggressive tendencies towards any members of Boarding the Ark or other animals or their behaviour becomes uncontrollable, Your dog will be placed in a boarding kennel until your return. Kennel fees that are incurred during this time will be the responsibility of the Client.
- 4.3 For Dog Boarding Services, Boarding the Ark requires that a short term trial board is undertaken to ensure that the Client's dog(s) settles in and feels at home. Boarding the Ark will only agree to longer term boards on completion of a successful trial board.

### **5.0 Client Responsibilities**

- 5.1 The Client undertakes to make full disclosure to Boarding the Ark of any characteristic, behaviour or health problems that may make their pet(s) unsuitable for Boarding the Ark services. (For example; excessive loud barking, aggression towards other dogs or children)
- 5.2 The Client confirms that they are the owner of the pet(s) named on the Agreement Form, and that they authorise Boarding the Ark to act as guardians during their absence (as recorded on the Agreement Form) and to take any action which Boarding the Ark considers suitable in order to protect and keep in good health the pet(s) named on the Agreement Form.

- 5.3 The Client will be responsible for any costs which might be incurred, either Veterinary or other as a result of any sickness, accident or damage caused to or by the pet(s) named on the Agreement Form – except third party liability. The Client will pay any such costs or expenses on demand. The Client understands that no liability will attach to Boarding the Ark.
- 5.4 The Client must inform Boarding the Ark immediately if their Pet(s) become ill with a contagious condition. Until the Pet(s) have been declared in good health by the Clients Vet, the Pet(s) must remain away from other animals and, therefore, alternative arrangements may be necessary on a temporary basis.
- 5.5 The Client must ensure all animals using Boarding the Ark Boarding Services have effective and up to date vaccinations. Proof of these vaccinations will be required at the start of the stay.