



WOOFERS HOME DOG CARE – Terms and Conditions

- We regret we cannot accommodate any un-neutered dogs or puppies under 6 months. We cannot admit any dog which is unwell or suffering from a contagious or infectious disease.
- Your dog will be boarded with our own dogs and other boarders so he/she must be vaccinated against Distemper, Hepatitis, Leptospirosis, and Parvovirus as well as Kennel Cough. You are required to bring your vaccination certificate and records of recent worm and flea treatments with you when you deliver your dog.
- Dogs must arrive and leave on lead.
- Only sociable, non-aggressive and non-destructive dogs may be boarded at Woofers. We may require you or your appointed emergency contact to remove any aggressive, destructive or disruptive dog to alternate accommodation. We are unable to refund fees payable. Any damages or costs incurred as a result of dogs' behaviour must be paid for.
- Bookings to stay at Woofers must be made via our website, www.woofers.org.uk. A completed Booking Form must be submitted and a non-refundable deposit paid at the time of booking. We regret we are unable to secure bookings until the required documentation and deposit are received.
- Bookings cannot be accepted more than 9 months in advance of your dog's stay.
- **The balance for the stay is payable on or before collection of your dog.** Payments made by bank transfer must be completed in full prior to collecting your dog. If you do not make payment at the end of your dog's stay, you will be in breach of contract and we may refuse to release your dog until full payment is made. Any extra boarding charges accrued will be added to the balance.
- **Payment is due in full for bookings cancelled or shortened within 14 days of the start of your booked dates.**



- We reserve the right to make decisions regarding your dog's health and welfare whilst he/she is in our care. We will make every effort to contact either you or your appointed emergency contact if veterinary care is required. However, if we are unable to reach you we will act in what we deem to be the best interests of your dog and on the advice of a qualified veterinary surgeon. You agree to pay any vets' bills incurred on your return. Your dog may be temporarily housed in our isolation unit if it becomes necessary to separate him/her from other dogs for health/safety reasons. Transport to and from vets is charged as specified in our price list.
- Whilst we take every care of your dog while he/she is in boarding, we can only accept dogs at their owners' risk. We cannot accept responsibility for any loss, injury or illness to dogs or damage to property.
- We may send you photographs or film of your dog to view while you are away. You agree we may use any photographs or videos of your dog, obtained whilst in our care, for promotional purposes, including use on our website, social media, printed materials or publications.