



Rosie's Rules

Terms, Conditions & Waiver (Rosie's Rules)

Important please read.

1 Reservations must be made in advance and are subject to availability, and completion of a pre-assessment. Bookings should be made via our booking system on www.rosies-retreat.com

1.1 A non-refundable deposit of 20% is required to secure a booking.

1.2 Full balance is due 14 days before any stay and is **non-refundable** once paid.

1.3 Day boarding fees are due at the time of booking and are non-refundable. 48hrs notice is required for re-scheduling.

1.4 late payment may result in cancellation.

1.5 We accept all major credit/Debit cards, cash or bank transfer. Card payments over £250 will incur a small admin fee.

1.6 No refunds will be given for early collection.

1.7 During holidays and holiday weekends (New Years Eve and Christmas day), carry additional charges.

1.8 Payment is to:

Rosies Retreat Ltd.

Sort code: 04-00-06

Account: 62593234 use dogs name and date of stay as a reference please.

Health and Safety

2.0 Female dogs in season will not be accepted for daycare or boarding, admission will be refused. If a female dog comes into season whilst in our care, the client must arrange collection at the earliest opportunity. If the client is unavailable, we will contact the nominated emergency contact. If neither person can be reached, the dog will be housed separately and cared for in line with our standard kennel procedures until collection. A supplementary charge of £25 for each day, or part of a day, will be added to cover the additional staffing and care required. The full policy is available on request.

2.1 We do not accept uncastrated male dogs over 18 months of age. Male dogs must be castrated before attending once they reach this age.

Dogs that were registered with and regularly attending Rosie's Retreat before this policy took effect may continue to attend without being castrated, subject to an individual behaviour and safety assessment. This exemption applies only to existing attendees and is not available to new registrations. Rosie's Retreat may review or withdraw the exemption at any time if concerns arise regarding behaviour, safety or welfare. This requirement has been confirmed with our registered veterinary practice, and the full policy is available on request.

2.2 All dogs must be fully vaccinated and have current protection against distemper, infectious canine hepatitis, parvovirus and leptospirosis. The kennel cough vaccination is optional and is not required for admission. **If my dog has had a kennel cough vaccination, they cannot be at the retreat for three weeks from when it is administered.** Vaccines reduce risk but do not guarantee immunity.

2.3 Proof of vaccinations must be provided and recorded by Rosie's Retreat before your dog stays. It is the owner's responsibility to forward up to date vaccination records; we reserve the right to refuse entry if we do not have this documentation.

2.4 I understand that as a requirement, when visiting Rosie's Retreat, my dog(s) must wear a safety tag with their details on.

2.5 Staff may use an alternative lead if needed for safety.

2.6 I give permission for my dog/dogs to be walked with other dogs off site.

2.7 I consent for my dog/dogs to share outdoor and communal space with other dogs at the setting. (outdoor meaning paddocks and communal space between)

2.8 I consent to dogs from my household sharing a room together unless separate bookings have been made. I also give permission to separate my dogs into separate units should any problems arise.

3. Health requirements

3.1 Dogs must be free from contagious diseases, and parasites.

3.2 Owners must inform us of any medical conditions, including allergies or dietary restrictions on booking and remind us on arrival please. If they have had sickness or diarrhoea in the last 48 hours, they will be refused admission.

3.3 In case of illness or injury, we will attempt to contact the owner or emergency contact provided. If immediate care is needed, we reserve the right to seek veterinary care at the owner's expense. If they have diarrhoea they will be moved to an isolation bay for monitoring.

If they have diarrhoea for more than 48 hrs the emergency contact/owner will be contacted to collect their dog.

3.4 If worms are found within your dog's faeces, or flea/parasites on them, then you give Rosie's Retreat permission to contact my vet, (if not we will use our registered vet Whitemills) to seek advice and medication, and administer the medication to deal with the worms/parasites immediately.

3.5 You may find that your dog naturally loses some weight with us during their stay, this is down to the amount of activity they have at the retreat. Please include some extra food, in case we have to increase the amount of food they have, whilst with us.

3.5 Extra food provided by us will be charged at £5 per 24 hour period.

3.6 I allow Rosie's Retreat to offer an alternative healthy feed to my dog if it refuses to eat after 48 hours. Rosie's will follow your food plan provided. Dogs are fed in their separate rooms at all times. If households need to be separated to feed, this will also be accommodated.

4. Behaviour and safety

4.1 Any dog exhibiting aggressive or dangerous behaviour may be refused service or removed from the facility.

4.2 I (the owner) represent that my dog(s) is social and has not harmed or shown threatening behaviours towards any person or other dog. I understand that Rosie's Retreat reserves the right to remove my dog(s) from the play area and place my dog(s) in a separate holding area should my dog(s) display any unwanted behaviours.

4.3 Please bring your dog's crate if that is how they prefer to sleep, we have crates available at an additional deposit of £50 which would be returned to you if no damage is done to the crate during the stay. If any damage is done to our buildings i.e. electrics, walls and woodwork by your dog being destructive for no reason we will charge you for the repairs. All dogs have an enrichment programme and exercise programme for their health and wellbeing and that of others around them.

5. Personal items

5.1 We are not responsible for loss or damage to personal items brought to the facility such as toys, bedding or collars.

6. Pick up and drop off

6. If I or my authorised contact cannot pick up my dog(s) at the agreed pick-up time, I authorise Rosie's Retreat to provide additional overnight and daycare services at my expense.

6.1 Collection and drop off times are strictly between the below times

8am-10am

4pm-6pm

6.2 I understand that boarding is on a 24-hour system, and if I pick-up my dog(s) after 24 hours on the pick-up date that I will incur an additional day rate fee.

6.3 If dropped off during the morning slot and collected at the afternoon slot, a day rate is added to the total balance.

7. Liability

7.1 Rosie's Retreat are not liable for injuries caused by other dogs or circumstances beyond our control.

7.2 Rosie's Retreat is not responsible for any injuries, illnesses or deaths that may occur while the dog(s) is in our care, except in cases of gross negligence or wilful misconduct.

7.3 I understand that although all dogs are fully supervised, incidents of injuries may occur from playing with other dogs, which includes but not limited to bites, scrapes, scratches and sprains.

7.4 You are liable to cover vets costs incurred via your dog, even if your dog was not the cause of the injury.

8. Consent

8.1 By using our services you consent to Rosie's Retreat using photos or videos of your dog for promotional purposes.

8.2 By using our services you agree to the policies and procedures used at Rosie's Retreat to maximise welfare and safety.

9. Amendments

9. We reserve the right to amend these terms and conditions at any time. Changes will be communicated via email, our website, Facebook and other social media platforms.

10 Governing Law

10.1 These terms and conditions are governed by the laws of the United Kingdom.