Terms, Conditions and Waiver Consent Form

Dog(s) name. _____

By using our services, you agree to the following terms and conditions. This agreement shall apply to all day and night boarding visits by your dog to Rosie's retreat.

1 Reservations must be made in advance and are subject to availability.

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 The balance for day boarding sessions should be paid upon booking.

1.4 Day boarding payments are non-refundable but can be rescheduled with a minimum of 24 hours' notice.

1.5 Please ensure full balance has been paid before dropping your dog off.

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

1.7 No refunds will be given for early pickups.

1.8 During holidays and holiday weekends (New Years Eve and Christmas day), extra charges apply.

1.9 Payment is to:

Rosies Retreat Ltd.
Sort code: 04-00-06
Account: 62593234

2. Health and Safety

2.1 No Male intact dogs over 18 months. They must be castrated past this age. We have verified this with our Registered-Vet White mills.

2.2 All dogs must be up to date with the following vaccinations:

- Distemper, infectious hepatitis, parvovirus

- Leptospirosis

- Kennel Cough is not mandatory

2.3 Proof of vaccinations must be provided and recorded by Rosie's Retreat before your dog stays.

2.4 **If my dog has had a kennel cough vaccination they cannot be at the kennel for three weeks from when it is administered.**

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

2.6 I give permission for an alternative lead to be used on walks if staff feel it's necessary for safety.

3. Health

3.1 Dogs must be free from contagious diseases, parasites and must be in good health generally. They must also be currently on all required vaccinations and not have been ill in the last 30 days.

3.2 Owners must inform us of any medical conditions, allergies or dietary restrictions.

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.

3.4 I understand that while my dog(s) is fully vaccinated, that vaccines are not guaranteed and there is a small risk that my dog(s) may contract a contagious disease or illness.

3.5 If worms are found within your dog's faeces, then you give Rosie's Retreat permission to contact the vet, seek advice and medication, and administer the medication to deal with the worms immediately.

3.6 I understand if my unspayed female dog comes into season she may be kept separate from other dogs for the duration of the stay.

3.7 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.

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

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 I allow Rosie's Retreat to offer an alternative healthy feed to my dog if it refuses to eat after 72 hours.

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

6.4 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 Dogs must be picked up during designated hours

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 We 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.

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 consent to the policies and procedures used at Rosie's Retreat to maximise welfare and safety.

9. Amendments

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

10 Governing Law

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

By signing below, you acknowledge that you have read, understood and agree to each of these terms and conditions.

Signature; _____

Name: _____

Date: _____