



# Terms & Conditions

The Terms and Conditions set out an agreement between 'you' the owner and 'eWoof' the carer.

## Acceptance of Terms & Conditions

1. Submission of a signed Consent form will confirm the owner/s acceptance of the Terms and Conditions and their desire to progress with a Booking.

## Booking Confirmation & Cancellation Charges

2. Bookings for boarding services during **normal working times** are confirmed with a minimum 50% deposit paid. In the event of cancellation:
  - 7+ days notice prior to first day of boarding: Full deposit refundable
  - 1-6 days notice prior to first day of boarding: Deposit NON-REFUNDABLE
3. Due to demand during **public holidays**, bookings are confirmed upon full payment only. In the event of cancellation:
  - 28+ days notice prior to first day of boarding: Full payment refundable
  - 15-27 days notice prior to first day of boarding: 50% of payment refundable
  - 14 days notice prior to first day of boarding: Payment NON-REFUNDABLE
4. Full cleared payment is required **PRIOR** to all boarding services commencing
5. If we have to cancel due to any unforeseen circumstances, such as illness, we will endeavour to give you as much notice as possible and make a full refund of any monies paid.

## Drop Off and Collection Times

6. For day care you may drop your dog off at an agreed time from 8am and collect your dog at an agreed time before 6pm.
7. For overnight boarding, if your dog is collected before the pre-agreed departure date there will be no refund. Dogs may only be accepted or collected at a pre-agreed time. If you attempt to drop-off or collect your dog at any other time, we shall not be held responsible if we are not available. Should this mean your dog has to stay a further night, this will be subject to an additional night's boarding fee. All additional charges incurred during boarding are to be paid before your dog is removed from our property.

## Your Dogs Health & Safety

8. You agree to provide full and detailed information in the Booking Form about your dog/s. During your continued use of our services you agree to keep us informed of any changes to your dog/s Booking Form.
9. You must inform us of any fact, quality or characteristic that might render your dog unsuitable for home boarding (for example behavioural or health problems, anti-social



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behavior including aggression, incontinence/lack of house training or excessive loud barking/whining).

10. All dogs must either receive conventional vaccinations, worming, tick and flea treatments or preventative holistic or natural methods. You agree to deliver your dog in a clean condition, appropriately groomed and you confirm that your dog does not have fleas. We require a copy of your vaccinations or details of holistic treatment.
11. Your agreement with eWoof is upon a mutually satisfactory introductory meeting, taking place at our home, prior to boarding.
12. We are unable to accept dogs with aggression problems towards other dogs or people and subject to the terms of the Dangerous Dogs Act 1991.
13. We are happy to accept entire males. We are unable to accept bookings for unsprayed bitches unless you are prepared to sign a waiver stating that you accept full responsibility should the bitch conceive during the boarding.
14. You agree to supply enough food for the duration of your dog's board plus water & food bowls, bedding, whistle, lead and any toys that will help your dog to settle. If insufficient food is supplied at the start of the board you agree to refund costs incurred if we need to purchase more food.
15. Raw feeders are welcome, but we require notice for longer-term boarders to ensure adequate freezer space, should this be required.
16. If your dog causes damage, other than reasonable wear & tear, you agree to reimburse any reasonable cost incurred by the event.
17. If your dog is aggressive or bites during its board and we feel that this poses any threat to safety we will contact your emergency contact to collect your dog immediately. If we are unable to contact them or they decline to collect the dog, it will be moved to a kennel and a transfer fee of £20.00 will be payable by yourself upon your return. There will be no refund of the boarding fees you have paid to eWoof and any additional fees charged by the kennels will be payable by you.
18. eWoof will use every care to ensure the happiness, safety and welfare of your dog/s. If your dog becomes unwell or has an accident during their board we will take them to a Veterinary Surgery. You agree to be responsible for payment of veterinary fees incurred upon your return. We do recommend that your dog is insured against sickness, accident, injury and third party liability prior to the start of the board. The booking form gives eWoof authorisation to take your dog/s to a Vet if necessary, whilst also confirming you will either reimburse eWoof any fees or pay the Veterinary Surgery directly, whichever applies.
19. If we are unable to contact you or your emergency contact whilst your pet is in our care then we reserve the right to consult a Vet and make a decision, which is in the best interests of the animal. Immediate reimbursement for Vet fees is required.
20. We will exercise your dog on or off lead as per your wishes. If you would prefer your dog exercised off lead you will be required to indicate this on the booking form. If you instruct us to exercise your dog off lead, you accept full liability for any loss or damage caused as a result. By agreeing that we may exercise your dog off-lead you accept responsibility for third party liability and agree that your dog/s is insured (including third party liability cover). In the event of your dog not being insured at the start of the board we reserve the right to exercise your dog on a lead.



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21. Whilst every care and attention is given to every dog boarded, each dog is boarded entirely at the owner's risk. We cannot be held responsible for loss of life or illness from whatever cause.

## Payment

22. Payment methods accepted - Cash, Cheque or Bank Transfer
- Please make cheques payable to **Robert James** and write your dogs name and your address on the back of the cheque
  - Bank transfer details are available upon request

## Contact Details

### Robert James

M: 07956 908 892

T: 01628 522 561

E: [info@ewoof.co.uk](mailto:info@ewoof.co.uk)

Address: 17 Hedley Road, Flackwell Heath, High Wycombe HP10 9AY