

OUR BUSINESS TERMS & CONDITIONS

1. OUR PROCESS FOR NEW CLIENTS

Before we consider a dog for any of our services, we must carry out detailed assessments to ensure your dog is compatible with our resident dog and all our regulars.

As humans we have a tendency of expecting too much from our dogs and expecting all dogs to get along, but in reality some do not. Most dogs start out dog-social or interested and are happy to engage with a wide range of other dogs when they are puppies however like us, as they mature, many dogs become more selective and in many cases less tolerant of other dogs in general, particularly with younger dogs, and in my experience, highly excited or high energy dogs. Only a tiny percentage of dogs remain highly dog-social throughout their lives.

For any new dog joining our service whether as a regular boarder or on an ad hoc basis, they will need to go through our 7 step assessment programme:

- initial enquire via a telephone appointment
- meet and greet on neutral territory with my dog for a walk
- dog registration at my home where your dog can become familiar with my home environment and meet my dog again and depending on the day our regular boarding guests
- morning day care assessment (chargeable)
- full day care assessment (chargeable)
- overnight assessment (chargeable)
- holiday boarding / day care (chargeable)

1a. OUR PROCESS FOR DOGS WHO PREVIOUSLY HAVE USED OUR SERVICES.

All dogs who have not used our service for over 18 months will need to go through our new assessment process again, as behaviours change & the dynamics of canine group will have changed too.

The assessment will allow us to observe the dog's behaviour and to evaluate whether they are compatible with us, with our resident dog and others who may be boarding, and whether they are happy in a new environment.

We want all dogs to have a positive experience with us. In my experience dogs will behave and cope differently in the absence of their owners and in a new, unknown environment, even if they have boarded elsewhere.

Your dog will need to pass each assessment successfully in order for me as the licence holder to approve any booking. Thus, it is important for you as an owner to consider starting a process with us at least 3+ months in advance. Please be aware that any first holiday booked with us will also be included as part of the assessment process. Dogs' behaviours may change between our overnight assessment and their actual arrival for boarding.

Where this is not possible, we may ask you to bring your dog for its first overnight assessment when our regular dogs are using the service. If your dog can cope with a sometimes heightened excitable high energy often busy environment without you the owner for 24hrs then we will proceed with a booking. However please note we do have many sessions of quiet time too, so our dogs can rest and recharge.

If your dog SUCCESSFULLY passes all its assessments a booking form will be sent to you, the owner. Please see **SECTION 3**, which contains information about my charges and how & when to pay and my cancellation policy.

All Assessments will be shared with you when you pick your dog up.

COCKERILL PET SITTING SERVICES
TERMS & CONDITIONS

If the trial is not successful, I will destroy your dog's registration records, only retaining necessary information for our licence conditions.

2.REGISTRATION

During the registration we will discuss: Medical/Vaccinations, History, Behaviours, Enrichment & Exercise, Food & Diet, Boarding details. Under regulations we require a number of consents from you the owner, in order for us to board your dog. Aside this form there will be other forms you need to fill in and sign. We look at each dog holistically. Please bring your dog's Vaccination card & insurance details with you. Although we do not accept dogs who were born abroad, if your dog has travelled abroad with you, we will need to see their passport too & vaccinations. It is, you the owner's responsibility to provide comprehensive details about your dog, and to be completely honest about any traits, vices or behavioural problems, both positive & negative (however small). We rely on this information to be able to manage any issues and provide a good experience and quality of service for your dog. Any misinformation may jeopardise your dog's stay with us. As we live in a built-up area, we cannot take dogs who excessively bark or whine, or suffer from hyper separation anxiety, as it is inconsiderate to our neighbours. We also do not take dogs who mark their territory or are aggressive. **SEE SECTION 4** . We are experienced dog handlers but not qualified trainers or behaviourists; so, we will do our best to manage any situation or issue that arises and will source guidance from other professionals if necessary. We may need to contact you or any previous boarders, if your dog exhibits any behaviours not previously disclosed.

3.BUSINESS HOURS, CHARGES, BOOKINGS, CANCELLATIONS

'OPEN TO THE PUBLIC' HOURS

We are very happy to welcome you and your dog/s for boarding sleepovers by appointment & mutual agreement. Phone calls and messages may not be answered after 8pm, but we will do our best to always respond to you within 24 hours.

DAYS OF BUSINESS

We are open throughout the year, though we will take holidays and breaks myself for up to two weeks per holiday during the year. We will inform my regular clients of any holiday's dates in advance.

DAILY RESTRICTIONS (NUMBER OF BOARDERS & DAY BOARDING DOGS)

My boarding licence dictates that I can only board up to 4 dogs on any given day, though I prefer a smaller group. We operate on a first come (booking fee paid), first served basis. Should we be at capacity, we will try to suggest other licensed boarders or direct you to my business owner networking group on Facebook.

CHARGES

Currently:

Assessments : £20 = ½ day session £25 = full day session £30 = overnight session

ADULT DOGS SLEEPOVERS : £30/ night for one dog. £45/ night for two dogs' same household

DAY CARE : £25 per dog/day

Should you have over two dogs from the same household, we can offer a pet sitting service in your own home as an option.

LAST DAY BOARDING / COLLECTION

All dogs must be collected at a mutually convenient time and will be charged the flat rate of £30 irrespective of pick up time.

COCKERILL PET SITTING SERVICES
TERMS & CONDITIONS

PLEASE TELL US IMMEDIATELY IF YOU ARE STRUGGLING TO COLLECT ON TIME OR YOUR TRAVEL PLANS ARE DELAYED

We do not offer a drop off or collection service for boarding.

PAYMENTS

I accept cash payments or payments by BACS. You will receive my bank details when I send you a booking form or communication via text or WhatsApp.

Please note: We do not charge more for Bank Holidays.

HOLIDAY BOARDING & OVERNIGHTS

At premium times such as school holidays, particularly Easter, during summer, & October ½ term, is an exceptionally busy time for us, so we recommend that you confirm any dates for boarding as soon as possible. *Bookings are not confirmed until the booking fee has been paid.* We cannot hold bookings without a booking fee.

BOOKING PROCESS FOR BOARDING

When dates are requested for boarding, we will provide a dated booking form which shows costs via email or send information via Whatsapp. To secure your booking we require a booking fee to be made within 48 hours of the dated request.

PAYMENT FOR OVERNIGHT BOARDING ONLY

A non-refundable booking fee of 50% is required to confirm a booking and hold a space. Full payments for the booking must be made 14 days prior to arrival. (Cash, or BACS payment online as noted on your booking fee form.)

Late payments will jeopardise your booking, and you may need to source an alternative option. We will send you a courtesy message up to 2 days before your outstanding payment or booking fee is due. We do not chase owners for payment, so therefore if we have no response from you, nor payment, and the required date for securing or fulfilling a payment passes then we will release those dates to other owners, and you will lose your booking.

If there is little time between booking and the date of arrival we will require the entire balance at time of booking.

CANCELLATION POLICY

Please note that the booking fee is non-refundable, unless I cancel your booking. Cancellation within 13 - 7 days' notice, will be charged at 50% of the remaining booking cost.

Cancellations within 7 days' notice of your arrival, I reserve the right not to refund you. We will not transfer any cancelled booking to a future booking either, so please do not ask.

Please ensure your travel insurance covers any unforeseen cancellations that may have a knock on effect on your dog boarding with me.

DAY BOARDING / DAY CARE

We will confirm a booking via WhatsApp or text, stating the requested day, times and adding our banking details for BACs transfer, for new customers. You will need to pay for

COCKERILL PET SITTING SERVICES
TERMS & CONDITIONS

day care one day before arriving. This is a non-refundable service should you cancel.

Short notice bookings will be considered if we have allocation and we have boarded your dog before. The fee will be expected to be paid before the stay.

Spaces for day boarding are limited. We will only agree to a date if we have space.

4. UNSOCIABLE/UNACCEPTABLE BEHAVIOURS

Unsociable/unacceptable behaviours are those which have a negative impact on other dogs or humans in my home. It is my highest priority to avoid potential negative issues arising and preserve the safety, happiness and well-being of all the dogs staying within my home. I want my own dog and all my guest dogs to feel safe and enjoy their time here in a safe, relaxed and harmoniously happy environment. I want your dog to happily live in my home with me as if they were one of my own. I appreciate no owner can be 100% certain how their dog is going to behave in a different environment, in the company of other unfamiliar guest dogs and without the owner present.

There is always a risk that your dog may act in an unexpected or unpredictable manner not familiar to you. I am experienced in understanding dog behaviour but, at the end of the day, I am not here to provide behavioural training while your dog stays with me. So, if it is identified that your dog poses a threat to the enjoyment of others whether it is before, or during, your dog's stay, I reserve the right to cancel your booking, or the remainder of your booking, and request that you or your Emergency Contact collect your dog immediately. No refund will be given either, for remaining days.

Example of unacceptable behaviours (but not limited to):-

- * Severe separation anxiety - if your dog is so unhappy in your absence that it is unable to settle here after several attempts to distract, (howling, crying, excessive barking, hides, avoids, will not socialise etc) then it would be kinder to your dog to seek a pet sitter instead.
- * Any history of aggression or possession regarding toys, balls, food, or a bonded second dog from the same household.
- * Aggression with other dogs. As I have a resident female dog, I cannot accept dogs who may be aggressive towards her, or any guest canines .
- * Aggression shown to humans is a complete ban (snapping, teeth-baring, growling, biting etc).
- * Excessive obsession with other dogs, including licking private areas of other dogs.
- * Excessive humping. (not play humping)
- * Scent-marking in my home.
- * Using my home as a toilet
- * Challenging behaviour / Resource Guarding, sleeping-places, food, toys, car, humans, human space & furnishings.
- * Excessive barking – I have a home with nearby neighbours!
- * Excessive fear/avoidance - if your dog will not willingly allow itself to be approached, touched or picked up when needed.
- * Howling or whining dogs, as this distresses all in the house.
- * Untrained - refusal to comply with human requests without bribery (recall, moving off furniture, coming indoors etc, and therefore cannot be controlled if necessary to do so in an emergency).
- * Has no basic manners or respect for other dogs/humans in a home environment ('wired', hyper/non-stop/ cannot settle/ pacing).
- * Not house-trained – including dogs above 6+ months.

COCKERILL PET SITTING SERVICES
TERMS & CONDITIONS

TERMINATION OF BOARDING (INCLUDES DAY CARE)

If you fail to disclose any negative behavioural problems past or present, during the meet and greet, on our registration form, or 1 day prior to the intended stay. Should your dog show any sustained aggressive tendencies, exhibit threatening outbursts, bites our dog, harms other dogs, or humans, is continually uncontrollable, destructive or shows unreasonable behaviour, (including continuous mounting, marking, bullying, pestering other dogs etc) the boarding agreement will be terminated with immediate effect. You will be advised; accordingly, however this may be less than 24 hours' notice your emergency contact must confirm that they are available throughout the duration of the booking and be prepared to come and collect the dog/s should any situation occur e.g. aggression or separation anxiety or illness whether it be us or another dog/s. You also agree to pay the cost of any injury/damage caused by your animal to us, our home, our dog, or other boarders.

To reiterate : No refund will be given, should your dog be required to leave us earlier than you planned.

DESTRUCTIVE BEHAVIOURS & DAMAGES

We are with your dogs throughout the day, however there will naturally be times where your dog will be unsupervised, as it is impossible to keep our eyes on your dog all the time. Should your dog destroy or damage any furnishings, flooring, electrical items (such as cables & floor standing fans, remote controls, mobile phones) furniture (indoors or outdoors), clothes, personal items or footwear, hosepipes, etc, as an owner you will be liable for any damage caused. We reserve the right to cease the booking, without a refund. We also will not board your dog again.

5. EMERGENCY CONTACT RESPONSIBILITIES

Without two emergency / secondary contacts I unfortunately cannot board your dog. Your emergency contacts must be known to you. It is your responsibility that they are suitable to take your dog in the event an unforeseen circumstance or emergency situation.

In the case of an emergency medical situation, I will always try to contact you, the owner/s first. If I cannot reach you, I will then call the Emergency Contacts you have nominated to act as your spokespersons in your absence and on your behalf.

Please ensure the person you nominate is:-

- a) not you or your partner if you are joint owners,
- b) are not members of your family who lives with you
- c) made fully aware of their responsibilities in that they may have to make health and welfare decisions about your dog on your behalf.
- d) are not part of your holiday/ going away with you at the same time your dog is boarding
- e) contactable whilst you are away
- f) lives within a reasonable distance from your home (not over 1 hr away)

EMERGENCY CONTACTS FOR ACCOMMODATION.

In the event of a situation where your dog needs to be removed from my home prior to the end of your dog's stay for its own safety or for the safety of other dogs, I will need to contact your Emergency Contacts :

COCKERILL PET SITTING SERVICES
TERMS & CONDITIONS

Please ensure the person you nominate is:-

- a) not away when you are
- b) made fully aware of their responsibilities in that they may have to collect and accommodate my dog for the remainder of my holiday if they are called upon to do so.
- c) within a reasonable travelling distance from COCKERILL PET SITTING SERVICES

NON COLLECTION OF THE OWNERS DOG

In the event that you do not come to collect your dog on the collection date agreed, unless I have been contacted and advised in advance, your nominated emergency contact persons will be contacted to collect your dog.

IT IS IMPERATIVE THAT YOU CONTACT US.

6. HEALTH & WELFARE

a) Vaccinations – at registration you will need to provide me with an up-to-date veterinary vaccination record to show that your dog has current vaccinations against the core diseases of DHP (Distemper, Hepatitis and Parvovirus) and Leptospirosis. If any of the vaccination dates expire before commencement of a booking then evidence of a booster will be required prior to accepting your dog for daycare/boarding.

If you are starting your dog's vaccinations again due to missing their yearly boosters, or not keeping up to date with them, you will require a double-dose to be given two weeks apart, then those vaccinations must be completed at least 2 weeks before I can accept your dog for daycare/boarding.

For dogs who have had a DHP or Lepto booster vaccination, I can accept for daycare/boarding immediately from the date given.

* Further proof of vaccinations and treatments may be requested and must be presented no later than 28 days before arrival, via text, email, WhatsApp.

I do not take titre tested only dogs.

Failure to produce a copy of the vaccination record will jeopardise your booking.

b) Kennel Cough (Bordatella) vaccination - This is a separate vaccine to the core vaccines described above and is a mandatory requirement for daycare/boarding at COCKERILL PET SITTING SERVICES

*All dogs must have their kennel cough (KC) vaccination, and at least 6 weeks prior to arrival of their holiday/stay with me. This is for the protection of your dog, our dog, all other boarders and any dogs they may come in contact with. Failure to ensure that your dog is fully and appropriately vaccinated to use my services will mean I will not accept your dog and you will forfeit your payment.

* Under licensing regulations, we cannot board dogs who use homeopathic vaccinations.

c) Flea & Worming - All dogs must be up to date with treatment for fleas and worming.

* Your dog must have been appropriately treated for external & internal parasites with an appropriate product authorised by VMD UK and in accordance with veterinary advice before any entry to home boarding, whether it be for overnight or day care.

At our registration (where possible) you are required to bring the vaccination booklet so we can keep a copy on record, or you can send us photographic evidence of your dog's

COCKERILL PET SITTING SERVICES
TERMS & CONDITIONS

vaccinations via WhatsApp. Further proof of vaccinations and treatments may be requested and must be presented no later than 14 days before arrival, via e-mail, text, WhatsApp.

Failure to produce a copy of the vaccination record will jeopardise your dog's booking.

d) Infectious Health Problem - If your dog develops or shows any signs of a health problem regardless of whether 'infectious' or not (i.e.: fleas, worms, kennel cough, sickness, diarrhoea).

On the first day of holiday boarding or when they are dropped at daycare, you as the owner agree that you will be handing over your dog/s to COCKERILL PET SITTING SERVICES in good health. We will not take any dog who has been ill within the last 72 hours, nor continue to board a dog who shows signs of any illness within the first 12 hours of arriving, nor a dog who has had an infectious disease within 21 days prior to boarding, this is to protect other dogs in our care, our own dogs, and my family. As the owner you must ensure that you disclose any current illnesses or ailments, at the initial dog registration and, or before a dog comes to board with us. Any medication for such ailments will need to be supplied and detailed on the Medication form & signed by the owner. We will ask you to sign the consent form "administering medication/ supplements". If any illness appears or has not been disclosed upon drop off and appears to be, or is diagnosed as contagious, your emergency contact will be asked to collect the dog with immediate effect. We reserve the right to refund you any monies.

If the dog cannot be collected, COCKERILL PET SITTING SERVICES reserves the right to refer the dog to the businesses registered vet, Vets 4 Pets, St James, Northampton, or the out of hours vet, or your own vets for isolation, at the owner's expense until such time as the dog can be collected by the owner or emergency contact.

No refund will be given in this circumstance and all veterinary costs will be met by the client.

Failure to disclose any illnesses will jeopardise your dog's stay. If your dog is infected and spreads it to others, you will also be liable for any vets' costs to any other owner and myself.

e) MEDICATION

I am experienced in giving tablet & liquid medication orally and ear/eye drops only. If your dog is on medication, alternative medicines of any kind you will need to fill out & sign our Medication form and sign the consents within this dog registration form. If they are using a 'buster' collar or onesie you will need to inform me and bring this with them.

We will not accept any bookings where your dog is dependent on any injectable medication, or rectal medication for epilepsy for example.

f) NAIL CLIPPING

Please ensure your dog has had its nails clipped & filed to remove rough/sharp edges, before boarding with me to avoid accidental injury to humans or other dogs.

g) KEEPING DOGS SAFE

Should anything happen to your dog whilst in boarding you will be notified ASAP, and everything will be done in my power to manage the situation. I am fully insured, but noting that dogs will be dogs, and they can play roughly, if your dog is hurt i.e. cut paw, ripped claw, or an accidental puncture wound from playing, you will be notified, and if a vet visit is required during day boarding you may be expected to attend, and you must make payment directly to the vets. I am constantly with the dogs during the day/night so I'm on hand to manage any situation. If I do need to go out and leave the dogs, they will be either placed in separate rooms (as per regulations), or together if I have your consent (see dog registration form) or I will ensure my keyholder is with them. If death is a possibility during day boarding (due to illness/old age etc) please notify me in writing and agree arrangements for care. . If your dog dies in our care we will treat the situation with dignity and care.

COCKERILL PET SITTING SERVICES
TERMS & CONDITIONS

h) NOSE TO TAIL CHECK. GROOMING

On a daily basis I check each dog's body from Nose to Tail and remove any matted hair, debris, natures. You will need to give consent for this to happen in this dog registration form.

i) VETERINARY RELEASE & INSTRUCTION

COCKERILL PET SITTING SERVICES requires to be registered with a local veterinary practice, which is Vets 4 Pets, St James, Northampton. It is the owner's responsibility to contact their own veterinary practice prior to the booking to inform them that their dog will be boarding with Cockerill Pet Sitting Services.

If the dog becomes ill or injured while boarding with me, it will be necessary for me, the business to contact my registered vet and possibly the owners' vets for advice (if there is a known or going medical issue). If necessary, I may need to take them in for a medical appointment at my registered vet practice or the owners depending which is closer or agreed on this registration form. David Cockerill of COCKERILL PET SITTING SERVICES will contact the owner (if possible) in the first instance, prior to contacting the vet, and the owner will assume full responsibility and pay for any required treatment.

David Cockerill of COCKERILL PET SITTING SERVICES cannot be held responsible for any veterinary treatment that may result in loss, injury or death of your dog.

j) TRANSPORTING YOUR DOG TO THE VET

If I have to make a trip to the vets with your dog, I require that you provide a harness which fits your dog, as this will be used to attach the dog to a seatbelt restraint within the car. Any harnesses or collars which require the seatbelt restraint to be secured by the dog's neck is not acceptable. No dogs will be left in the car unattended at any time.

7. UNNEUTERED DOGS :

We do not accept unneutered male or female dogs, nor male dogs who have been chemically castrated.

8. IMMATURE DOGS / PUPPIES

We do not board dogs under the age of 12 months your dog must have received training by a professional, (we will need details on your dog's registration form) have been crate trained. Be toilet trained. Be socialised and habituated to different situations, environments and may other dogs of different types. They must also be neutered.

9. EXERCISE & ENRICHMENT

Your dog will where possible receive up to 2 daily walks during their stay; (& where temperatures/ weather allows & my physicality). All dogs will be walked on a lead when they are out, even if you have given signed consent for off lead. If we are unable to take them out together we will be walking them separately while any others may have to wait at home for their turn. WE will require you to supply a harness, collar with tag and lead.

Please be aware that Canines who are new to day care/boarding may experience higher levels of physical and mental activity than perhaps they are used to at home. Therefore, it is to be expected that your dog may go home more tired than usual. Your dog will receive a range of different brain games, stimulation, socialisation, play, enrichment etc throughout their stay too. If your dog has any noticeable resource guarding issues of humans, toys, balls, treats etc which is spotted during our assessment we will not board your dog. All dogs who use my services must be able to coexist appropriately with others in a relaxed but fun safe environment. If in the case that we only see these new resource guarding behaviours during any boarding, enrichment will be withdrawn as a group session and become 1:1 based, with the other dogs separated, and vice versa. We may consider not boarding your dog again.

COCKERILL PET SITTING SERVICES
TERMS & CONDITIONS

10. FOOD & NOURISHMENT

At feeding-time, all dogs will be separated to avoid aggression or competition, unless I feel it beneficial for them, and if I have received owner's consent.

Owners must provide their dog's own food with complete feeding instructions. Please ensure I know how often your dog needs feeding, as well as if they are fussy eaters, graze or sometimes don't eat. An immature dog may require extra feeding throughout the day.

If your dog requires freshly cooked food, please ensure you prepare this at home and bring it with you frozen. If your dog eats raw or other frozen products, please know that I have suitable facilities including fridges and freezers to store your dog's food. I also provide feeding and water bowls. If your dog uses alternative aids such as large wobble kongs , please bring this with them.

If your dog is a fussy eater and will not eat the food you supply, and in order for them to eat I will need to feed alternative food, introducing it slowly, if they continue to stay. At registration I will seek consent from you if this may happen. I will inform you, if there is an issue and ask if you would like us to feed your dog an alternative. This will incur an additional charge which I will invoice you at the end of their stay and which will need to be paid for within 2 days of return.

SPECIAL REQUIREMENTS

Please let me know if your dog has any special requirements such as dietary or medical. Medication - If your dog is currently on medication for any reason, please let me know so I can continue your dog's medication while you are away.

11. MY PROVISIONS

We will provide a loving & caring home from home environment where we will treat your dog as part of my extended family. I will provide safety, security, mental stimulation, basic command training, nutrition, adventures, entertainment, physical exercise, enrichment, companionship, socialise them with other dogs, and humans & nurture them. I will interact with your dogs, feed them and make sure they always have fresh water & provided them with any medication required.

I am not a qualified trainer so any training that I will do with them is basic commands and environment etiquette.

BEDS, BLANKETS, TOYS. I encourage owners to bring your own dogs' beds too or blankie, so they have a smell of home, however this must be parasite free. On that note I have to pre-warn you that if any damage or destruction of your dog's property occurs due to everyday dog fun and antics, it will be considered accidental and not replaced or reimbursed by COCKERILL PET SITTING SERVICES. Please do not bring any bones, balls, chew toys, or anything that may cause resource guarding tendencies or cause any reactivity between them.

HUMAN COMPANY 24/7

Your dog will only occasionally be left without human company for up to 3hrs, so I am able to go to the shops for provisions. If they are left in an emergency or an exceptional circumstance, such as taking another dog to the vets, your dog will remain safely with my resident dog and guest dogs, or separated from them, according to your instructions & consent on the Dog Registration Form. Where necessary I may contact my keyholder to come and sit with them.

COCKERILL PET SITTING SERVICES
TERMS & CONDITIONS

COLLARS AND IDENTITY TAGS

All dogs by law, must wear a collar & ID tag. We will provide your dog with one of our own collars & ID tags during their stay with us. Collars are removed if your dog is crated, & if your dog likes to rough and tumble during play, in our home, we may also remove their collar to mitigate any unnecessary injury.

12. WHAT OWNERS PROVIDE

All food is to be provided by the owner (please ensure you bring enough for their entire stay), if they are fussy eaters, and where you have agreed, (**see owners consent**) I will purchase a different type of food, to which I will introduce slowly to your dog and I will invoice you for after their stay. Please also bring bedding, blankets, crates, harnesses, & or transport harness, collars, leads etc, treats, grooming equipment, baby wipes, & any relevant medication. I will ensure I keep an itinerary of their own possessions.

Please do not bring items such as bones, toys or anything else that may cause reactivity between them

INSURING MY DOG & PET INSURANCE

All Dogs must be insured to use my services. I will ask you, the owner to bring your dog's insurance details to the meet and greet so that I can keep the details on file. I will not accept dogs who are not insured.

VACCINATION CARD

It is your responsibility to provide me with a copy of your dog's up to date vaccination card, at registration and subsequent years when they renew, plus inform me of their vaccination status 28 days before boarding.

13. PHOTOS AND VIDEOS

I take lots of photos and videos of your dogs throughout their stay with me, and I like to keep you updated with the nicest/unblurred ones wherever possible! I also like to upload some of those photos and videos to social media, after you have collected your dog. I ensure that any identifying details personal to you such as your dog's name tag information are blurred out. I do not write your dog's name under any photos; however, their name maybe be heard on a video. All photos and videos remain the copyright of COCKERILL PET SITTING SERVICES and, as such, can be used on any public media platforms or publications, but only if you have consented to this which can be found on the dog registration form.

14. PAPERWORK (REQUIRED FOR LICENSE)

All clients must complete & sign all relevant paperwork, including my terms & conditions, GDPR (privacy notice), dog registration form, which includes the veterinary release form & owner's consents (*compliance of Animal Welfare regulations*), & if required a canine medication form etc. By signing the dog registration form, terms and conditions (which may be updated and sent out separately) and any other necessary forms that pertain to COCKERILL PET SITTING SERVICES, you agree to accept, and are contractually bound by my terms & conditions. You also agree that the information recorded during our meet and greet at dog registration and leading up to a secured arrival for boarding is accurate.

COCKERILL PET SITTING SERVICES
TERMS & CONDITIONS

15. LICENSING, INSURANCE, QUALIFICATIONS & TRAINING

- 🐾 We are four star licensed boarders by North Northamptonshire County Council Licence Number 23/01279/AWBH to have up to 4 dogs in addition to our resident dog.
- 🐾 We have public liability insurance and business insurance with Protectivity Insurance.
- 🐾 Hold a First Aid Certificate.
- 🐾 We have over 50 years' experience in caring for our own dogs growing up and we have been trading for 1 year for boarding dogs.

This is all in Accordance with the Animal Welfare Act 1963 and complies to the regulations under the Animal Welfare Regulation (2018). It provides you the owner protection with your pet insurance and us as a licensed business with our business insurance.

CONFIDENTIALITY POLICY.

We will never disclose any of your personal information to another third party, it will only be kept available by us for 3 years for our re-inspection every two years by our Licensing Officer.

16. CHANGES TO CHARGES & or BUSINESS TERMS & CONDITIONS

We may increase our charges at the beginning of each April, however, if we have received a booking for after this in advance we will hold the current charge and will not increase to the new one at that time.

Our Terms & Conditions are at times reviewed & updated. We will ensure you receive an updated version & you may be required to sign a new copy when we next board your dog.

Current changes to terms and conditions 29th July 2024.

I agree to COCKERILL PET SITTING SERVICES Terms and Conditions, and I am aware that I am contractually bound by them.

Signature of owner.....

Name in full:Date :.....

COCKERILL PET SITTING SERVICES
TERMS & CONDITIONS

GDPR : (Privacy Notice)

I give my consent that my details, and any data relevant to my dog using Cockerill PET Sitting Services, 4a Cox's Lane, Broughton, NN14 1NA and be processed under the terms of the General Data Protection Act 2018

In general terms this means We Cockerill PET Sitting Services have a lawful basis, which in this case is to fulfil my contract with you (Owner). My purpose is to look after your dog/s whilst you are away or anytime during the day. This data may be shared with colleagues, or relevant agencies i.e. Veterinary Staff, Police, RSPCA or rescue centres, Council and Government Departments if requested. If needed this may include processing your data to my colleagues, who if are outside the EU, I will have ensured have proper procedures in place.

Records will be kept securely and will not be kept for any longer than deemed necessary. You have the right to ask for your records to be viewed, amended or deleted and you have the right to withdraw consent. You also have the right to complain to the overseeing regulator, the ICO www.ico.org.uk if you feel your data has not been handled correctly.

Signed

Name

Address

.....

Date