



Waggy Warehouse UK Terms & Conditions for accepting your dog into daycare

- All dogs must be registered with Waggy Warehouse to participate. Only dogs considered to be well socialised, and who enjoy the company of other dogs and people, are suitable for joining Waggy Warehouse. ***Please note that not all dogs are suitable. Dogs with behaviour or aggression issues towards people, other dogs, around food and/or toys will not be accepted.***
- All dogs will be assessed prior to admittance into daycare. For those who use Waggy Warehouse sporadically, we will conduct another assessment session every two months if we haven't seen your dog in this time.
- All male dogs must be neutered. Female dogs who come into season will not be able to attend Waggy Warehouse Daycare for the duration of their season (3 weeks). This may be extended if your girl is still not herself after her season.
- All dogs accepted must have an up-to-date vaccination certificate. All dogs accepted are required to be free of fleas, ticks and parasites. An additional charge of £15 may apply and your dog sent home until fit to return, without refund, if your dog is found to have fleas, ticks or parasites.
- In the unlikely event of your dog being involved in an accident or in an emergency, Waggy Warehouse will contact you. If you cannot be reached, we will take your dog to the nearest vet if veterinary care is required.
- All dogs in our care must wear buckle-style flat collars with an I.D. Tag and owners must provide a non-retractable lead for their dog. Retractable leads, Check chains, slip/ half-check collars, prong collars, remote controlled collars, shock collars of any kind and anti-bark collars are prohibited, and will be removed prior to your dog entering the exercise areas. If your dog is eligible for Waggy Walkies, please provide a harness or head collar for your dog.
- All dogs are subject to a 4 week 'settling in period' in which we may require your dog to attend daycare for a minimum of once a week during this time. Some dogs take longer to settle in, you will be advised at your trial day if we feel your dog will benefit from more frequent visits to start.
- **Any dog which intentionally or maliciously attempts to injure a member of staff or another dog will not be permitted to continue with daycare.**
- If your dog becomes unwell during their stay with us, you will be contacted to collect your dog as soon as possible (generally within the hour) as any sick dog presents a risk to the other dogs in our care. ***If you are unable to collect your dog, your dog will be transported to the nearest vet to be held and monitored at your expense.*** Waggy Warehouse will not accept responsibility for the death, injury or illness of your dog, except those arising from negligence on the part of Waggy Warehouse. You are strongly advised to insure your pet for all eventualities.
- Waggy Passes expire 2 months from purchase date. If you don't use up your pass before the expiry date, no free vouchers will be issued. No refunds are given for any days not used on your pass. If you book your dog in and fail to turn up or cancel with less than 24 hours notice, you would still use up one of your 'stamps' Payment in full is required for each pass purchase, and vouchers will be issued for your free days once your pass is used up. For each 5 full OR half day pass purchased, you receive 1 free voucher. For each 10 full OR half day pass purchased, you receive 3 free vouchers.
- Waggy Cab fares are payable in advance or at time of service. If you are not in, you may leave money aside for the driver. Failure to pay Waggy Cab fares may result in refusal of taxi service. If your dog soils the cab, a £20 charge will apply on top of your fare. *Please note Waggy Pass prices exclude taxi fare. If you wish to use the taxi alongside your pass, regular fares apply. This also applies to your free vouchers. For instance if you buy a 5 day pass and use the taxi on a regular basis, you would need to pay for 6 taxi trips (including your free session).
- Waggy Warehouse reserves the right to refuse or terminate the contract of any dog or owner who displays aggressive, bullying, destructive or unreasonable behaviour.

Payments

Payment for all bookings is required at time of service by either: bank transfer, cash/card upon drop off or a Waggy Pass. Failure to pay upon drop off or collection may result in refusal of future bookings.

Cancellations & No-Shows

No refunds are given if you cancel your booking. If you cancel with *less than 24 hours notice*, a cancellation charge of £10 may be applied. Any fees paid would be lost, and you would still lose a day off your Waggy Pass. If you cancel with *more than 24 hours notice*, your fee(s) may be carried forward to another date, providing there is space for your dog on your chosen day. If you do not turn up (no-show without notice), you would be required to pay in full for the day you missed and be required to pay 24 hours in advance for all future bookings.



Late Collections

If you are late collecting your dog, a late fee of £5 for every 15 minutes will be applied. If your dog is not collected by 7:00pm, overnight boarding arrangements will be made at your expense. Repeat offenders for late cancellation, late collection and/or failure to attend may result in refusal of future bookings.

Waggy Warehouse Release & Liability Waiver

I request that my dog(s) be accepted into Waggy Warehouse, In accepting my dog(s) into the daycare, I acknowledge that Waggy Warehouse will be relying on my understanding and agreement with the provisions of this Agreement.

I understand and agree that:

Every dog reacts differently and animals, by nature, are unpredictable and, therefore, present a certain level of risk. I acknowledge and understand that there are certain risks involved in participating in day care and in owning, training, caring for, handling and being in the presence of dogs, including but not limited to injuries to people, property and animals, dog bites to humans or other dogs and the transmission of disease.

Dogs not regularly socialized do not necessarily know how to behave politely with other dogs. These dogs are at higher risk of incidents including, but not limited to, bites, fights, fear aggression, object guarding, and behaviour problems and/or acting out. Any behaviour deemed dangerous or inappropriate by Waggy Warehouse personnel may result in dismissal of my dog(s) from the programme(s).

In case of emergency or for the use of the Waggy Cab, I recognise the risks of injury that accompany said transport and acknowledge that this Agreement is being relied upon by Waggy Warehouse to permit transport of my dog to and from the daycare or any other necessary location. I accept any and all conditions, rules and regulations promulgated by Waggy Warehouse associated with the activities, use of the facilities and transport, and hereby agree to comply with them.

Dogs not familiar with the daycare may experience separation anxiety when apart from their human companions. Dogs not regularly exposed to the level of activity at Waggy Warehouse may feel discomfort of sore muscles, sore joints and fatigue, and dogs not regularly exposed to outside activity or play on hard surfaces may experience sore paws, blisters, bruises or abrasions on the feet. Dogs at play during the regular day care can get dirty. Dogs with longer hair can get tangled fur from the level of activity at day care. Excessively long toenails may cause injury. Water is available at all times; however, my dog may still be thirsty after day care. I will be aware of their water intake as excessive amounts may cause an upset stomach or other problems.

I must pay for all services in advance or when I drop off my dog. I understand any unpaid fees by me will be sent to debt collectors, and I will be responsible for all debt and legal fees incurred by such actions taken.

In admitting my dog(s) into Waggy Warehouse, the daycare has relied on my representation that my dog(s) is/are in good health, has/have not been ill with any communicable disease within the last 30 days and has/have not harmed or shown aggressive or threatening behaviour towards any person or any other dog. Waggy Warehouse staff give all pets involved in any type of incident a cursory examination; however, Waggy Warehouse staff are not trained veterinarians and will not be liable for the location, treatment or diagnosis of any injuries incurred on the premises. If my dog(s) is/are involved in an incident at Waggy Warehouse, I will check my dog(s) further or seek treatment for my dog(s) by a licensed veterinarian at my discretion and cost.

Photographs, videotape or digital recordings are taken of the facility, dogs, customers and staff on a regular basis for use in marketing by Waggy Warehouse. I acknowledge that all such images (electronic, negatives and positives), together with prints and the copyrights therein, are the property of Waggy Warehouse. I give Waggy Warehouse and persons authorized by Waggy Warehouse my consent, permission and authorization, without compensation to me, to use, reproduce and alter the images, in print or electronic format (including on the internet), either alone or in combination with other images, text and graphics.

By signing below, I expressively waive, release and relinquish any and all claims and liability against Waggy Warehouse, its employees and representatives, except those arising from negligence on the part of Waggy Warehouse. I understand that failure to disclose any behavioural issues that are likely to cause risk of injury to Waggy Warehouse, its staff, or other dogs in their care will result in any arrangements being terminated with immediate affect without refund. I fully agree to, and understand, all terms and conditions, policies, payments and fees as stated. I understand that under no circumstances will Waggy Warehouse be liable for consequential damages or damages beyond the replacement value of my dog. If any medical problems develop while my dog is in the care of Waggy Warehouse and I cannot be contacted, I authorise them to do whatever they deem necessary for the safety, health and well-being of my dog and I agree to assume full financial responsibility for all expenses incurred.

Printed Name: _____ Signature: _____ Date: _____