



## Terms & Conditions

v2 Feb 23

- All dogs must be vaccinated, and a copy of the vaccination card provided. It is the owner's responsibility to ensure our copy is kept up to date annually. If we do not receive an up to date version of his/her vaccination card then entry to the school will be refused.
- We do not require Kennel Cough for access to the school. It is a live vaccine so once dogs have been vaccinated, they must wait 3 weeks before attending school.
- Flea and worming treatment are required to be kept up to date to prevent passing on to other dogs. Please keep us up to date with your dogs worming and flea treatment schedule
- We cannot accommodate bitches in season - If the sessions have been booked you WILL lose the session money, it cannot be carried over or transferred. Females having had a season will not be allowed into school for 4 weeks after the start date of the season. We recommend a bath before returning to ensure no smell of the season remains
- For male dogs over 6 months old we highly recommend castration. We will advise if/when castration is needed and if you, the owner, are not willing to have this done or the dog's behaviour is unacceptable you may be asked to stop using the school until castration is done. This is to ensure your dog doesn't cause a nuisance to other dogs or develop bad habits caused by the increase in hormones.
- Dogs older than 6 months are required to have a school enrolment if they have not used the facility before or have not been for 3 months or more.
- Food is not included in the price of a school day. Any food required must be provided by the owner
- Your dog will have an active stay and so may require more food than usual.
- Early drop off and late pick up **MUST** be booked in advance when you are booking your dog's school days and are at an additional charge, please ask us for up to date prices. If you do not book this in advance, you will be charged an additional fee of up to £10 per 15 minutes.
- Booking and payment in advance is required for the use of our Day School. It is highly unlikely we will be able to accommodate bookings on the day or clients who just turn up without booking.
- If your dog becomes ill during the day or any symptoms are spotted after you've dropped your dog off with us or their behaviour is inappropriate in school then the dog must be collected within one hour of being informed, no refund will be given once the dog has been left with us.

Please initial to confirm I have read the above and understand



## Cancellations

v2 Feb 23

- We cannot refund any cancelled sessions or move them to another week.
- If your dog is sent home from school ill or be suspected to have an illness no refunds will be given.
- If any refunds are due back to yourself, you would be required to pay the full ad hoc day price for each day used and there will be an additional £5 admin charge taken.
- Late pick-ups and early drop-offs are subject to charge (£5 per 15 minutes). • Inform a member of staff about Early drop-offs or Late pick-ups subject to booking OR a week in advance for staffing reasons.
- Payments made via bank transfer must be completed within 24 hours of the booking otherwise the reservation will not be honoured and the booking will be cancelled.
- Once a booking is made that place is held for the client and other clients are turned away from booking as a result any bookings cancelled will only be moved/credited to an alternative date if the cancelled space can be filled by another client. If the cancelled space cannot be filled then no transfers/credits will be available. The shorter notice we get of the cancellation the less likely the space can be filled with another client.

These new terms are in place following the transfer of ownership of Waggy Warehouse and are effective from \_\_\_\_\_ date. Any issues or concerns you have prior to this date would need to be taken up with the previous owner. Please do let us know if you have any outstanding complaints or grievances.

Please initial to confirm I have read the above and understand



## Safety in School

v1 Nov 22

- Buckle collars are not allowed for safety reasons. Please present your dog on a clip collar. If you do present your dog on a buckle collar, your dog will not be allowed into school that day.
- With multiple dogs playing together, there is an increased risk of picking up viruses and infections. We have a strict disinfectant routine however the risk is always present. By using the facility, you accept the risk and Waggy Warehouse hold no liability for any illness caught whilst using the day school. We do rely on owners being responsible and not bringing their dog if they are aware of any illness or symptoms that could be passed onto other dogs.
- Puppies under 6 months old do not require a school assessment as at this age they usually have, if any, only minor behavioural issues with other dogs which are easily addressed. Dogs over 6 months have more fixed behaviour patterns with regards to sociability with other dogs and

so need to be assessed more thoroughly. Even if your dog is generally good meeting dogs on a walk, or lives with dog companions, they may not cope as well in an environment mixing with 15+ dogs. Please be aware that even with thorough assessments, problems can arise, and the risk of incidents is always present. It may be that after using the school for some time your dog's behaviour becomes such that they can no longer be allowed to attend. Whilst we carry out training during the day, we are not able to deal with behaviour problems. With regards to sociability with other dogs and so need to be assessed more thoroughly. Even if your dog is generally good meeting dogs on a walk, or lives with dog companions, they may not cope as well in an environment mixing with 15+ dogs. Please be aware that even with thorough assessments, problems can arise, and the risk of incidents is always present.

Please initial to confirm I have read the above and understand

Name of dog(s):

I agree to the terms and conditions of Waggy Warehouse.

Owner:

Date:

Signed: