



AJ's Weenie Wonderland

Terms and Conditions (Service Agreement) In respect of Dog Day Care and Home Boarding of Animals

1. Who we are

- 1.1 AJ's Weenie Wonderland, 18 Derwent Avenue, Winsford CW7 3LB
- 1.2 AJ's Weenie Wonderland is licensed under the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
- 1.3 Contact name in all matters concerning your dog's care and these terms of business: Amanda Andrews

2. Our Terms of Business

- 2.1 Please read the following information carefully as it forms the agreement between 'you the customer' or 'owner' and 'us', AJ's Weenie Wonderland', the service provider. It is important that you agree to the following before we can enter into a care agreement for your dog. Whilst we refer to your 'dog' in the singular, the plural can be applied in all cases where we enter into a care agreement for more than one dog during the care period.
- 2.2 If you need clarification of any aspect of these terms and conditions or any further explanation prior to agreeing to them, please contact us and we will be happy to assist and explain.

3. Clients Obligations

- 3.1 The client shall use all reasonable endeavours to provide all pertinent information to AJ's Weenie Wonderland for the provision of the service.
- 3.2 The client authorises the AJ's Weenie Wonderland to carry out the services.
- 3.3 The client agrees that the information provided to AJ's Weenie Wonderland is true to the best of their information, knowledge and belief.
- 3.4 The client confirms that all vaccinations, treatments, licences, permits etc, which they are obliged to have by law arising from the ownership of the pet have been obtained.
- 3.5 The client may issue reasonable instructions to AJ's Weenie Wonderland in relation to the provision of services. Any such instructions should be

compatible with the specifications of services provided in the policies and procedures.

- 3.6 The client will be responsible for all medical expenses and damages resulting from any injury to AJ's Weenie Wonderland, its employees and agents, or to other persons by the pet.
- 3.7 The client shall fully indemnify AJ's Weenie Wonderland in respect of costs and damages arising from any claim from any person suffering either injury or death caused by the client's pet.
- 3.8 The client authorises AJ's Weenie Wonderland to arrange for any emergency veterinary care that may be necessary during the provision of its service. AJ's Weenie Wonderland shall use all reasonable efforts to obtain the clients consent prior to obtaining emergency care.
- 3.9 The client agrees to reimburse AJ's Weenie Wonderland for any additional fees and expenses for providing emergency care. The client further agrees to cover the costs of additional visits which may be necessary to ensure the pets safety or to monitor the pets progress in recovering from sickness or injury.
- 3.10 AJ's Weenie Wonderland shall use its best efforts to use the pet's normal veterinary surgeon where ever possible. The client authorises AJ's Weenie Wonderland to appoint an alternative veterinary surgeon to examine the pet and carry out such treatment or surgery as may be appropriate if the pets normal veterinary surgeon is not available.
- 3.11 Any delay in the provision of services resulting from the client's failure or delay in complying with any of the provision in this Clause 3 shall not be the responsibility or fault of AJ's Weenie Wonderland.

4. Un-Neutered Adult Dogs

- 4.1 Any dog older than 12 months will be classes as an adult for the purposes of these terms.
- 4.2 Due to the nature of the friendly, socialised care we provide at AJ's Weenie Wonderland, we are unable to accommodate unneutered adult male dogs (unless they are the only dog to be boarded during the care period. A premium charge will be in place for single dog boarding).
- 4.3 Any male dog which appears to be adult and unneutered will be treated as such even if it is less than 12 months old.
- 4.4 Spayed bitches are always welcome at AJ's Weenie Wonderland, if they are un-spayed, them females must not be in season, nor must they be expected to come into season during the period they are boarding (unless they are the only dog to be boarded during the care period. A premium charge will be in place

for single dog boarding). You must inform AJ's Weenie Wonderland if you suspect your dog will come into season during the duration of their stay so that, if necessary, your emergency contact can be contacted to collect your dog.

5. Care Period or Boarding Period

5.1 The care period refers to the agreed period that your dog will reside here at AJ's Weenie Wonderland. The period commences when your dog is delivered to our premises and you leave the premises ('drop off'). The period concludes when your dog is collected and leaves the premises ('collection or pick up').

5.2 Drop off & collection times:

Monday – Sunday 7.00am – 9.00am
4.00pm – 6.00pm

5.3 We recommend you drop your dog off in the morning drop-off period, rather than the afternoon of their visit to ensure they are exercised and have the change to settle in before bedtime.

5.4 'Collection or 'pick-up' days will be charged for unless dogs are collected before 10am. In this case, we will waive any accommodation charges for that day.

6. Health & Vaccines

6.1 All dogs must be fully up to date with annual booster vaccinations covering Canine Distemper Infectious Canine Hepatitis, Leptospirosis and Caine Parvovirus. The course of vaccination must be completed at least two weeks before the first date of boarding.

6.2 Dogs must also be vaccinated for kennel cough and vaccines must have been administered at least two weeks prior to staying at AJ's Weenie Wonderland.

6.3 Dogs must be free of parasites, fleas and ticks. A good regular worming routine is imperative as well as flea, tick and lungworm treatment.

6.4 If your dog is on any medication please supply detailed information on the booking form as well as at drop off.

6.5 Please ensure you have attached a copy of your dog's vaccination record on the booking form.

7. Feeding

7.1 We believe in maintaining your dog's routine and diet so you supply all your dog's food for their stay with feeding instructions.

7.2 If your dog runs out of food or food is not supplied you will be charged for food supplied by AJ's Weenie Wonderland.

7.3 We supply all water and food bowls.

7.4 Please note we are able to cater for raw food diets.

8. Bedding

8.1 AJ's Weenie Wonderland will not supply bedding for the period of your dog's stay so you will want to bring some bedding or a blanket so your dog has some familiar smells from home.

8.2 Please be aware that we take no responsibility under any circumstances for any loss or damage to any bedding, leads or other property that may be supplied by you. To avoid the risk of loss as much as possible, we advise that all property is clearly labelled with your dog's name.

9. Deposits & Payments

9.1 AJ's Weenie Wonderland will charge the client for the services as quoted in the booking form and the client agrees to pay AJ's Weenie Wonderland the fees, promptly when they fall due.

9.2 The client agrees to reimburse AJ's Weenie Wonderland for any additional fees for providing emergency care, as well as any expensed incurred for, without limitation, unexpected visits, transportation, housing, food or supplies on proof of a valid receipt.

9.3 A 50% refundable deposit is payable in advance for all bookings and is required in order to secure the agreed care (boarding) period.

9.4 The balance is due 24 hours prior to drop off and can be paid by on-line payment link (this will incur an additional 2.5% charge), card machine, bank transfer or cash.

9.5 If the client fails to make any payment on the due date, then AJ's Weenie Wonderland shall, without prejudice to any other rights or remedies, have the right to cancel the booking and keep 100% of deposit paid at the time of booking.

9.6 Should any payment due under this agreement remain unpaid, AJ's Weenie Wonderland will be relieved of their contractual obligation under this agreement to provide the service until such time as payment is made.

10. Cancellations

- 10.1 In the event of the client cancelling the Service, AJ's Weenie Wonderland will refund 100% of the payment made upon booking provided the cancellation is made more than 72 hours prior to the commencement of the reservation.
- 10.2 In the event of the client cancelling the Service less than 72 hours prior to the reservation, 25% of the payment made upon booking will be returned to the client.

11. Vets & Veterinary Care

- 11.1 In the unlikely event that your dog becomes unwell during their stay, we will triage the symptoms and arrange treatment by our trusted vet. In these circumstances, we will contact you should we believe it is necessary.
- 11.2 The veterinary information that we request from you at the time of booking is essential so that our vet can obtain your dog's medical history to assist with treatment if required. Please ensure that you provide accurate and up to date details.
- 11.3 All treatment costs remain the responsibility of you, the customer, and it is for that reason that we ask that your dogs is insured.
- 11.4 Our vet is:
 - Salt House Vets
 - 374 High Street
 - Winsford
 - CW7 2DP

 - Tel: 01606 516627
- 11.5 Paragraph 11.1 and 11.2 above do not remove our responsibility to care for your pet and for your peace of mind we are also insured.
- 11.6 Dogs are socialised and play at AJ's Weenie Wonderland at owners own risk.
- 11.7 Please note: All dogs must have a collar and ID tag by law.