**K9 Cares will:**

**K9 CARES TERMS & CONDITIONS**

**K9 Cares will:**

* Provide overnight home boarding within K9 Cares own residential property.
* Whilst under our care, every assurance will be made to keep your dog/s safe, secure, content and healthy.
* If your dogs stay falls between Monday - Saturday, between the hours of 9am - 5pm, your dog will be taken to socialise and play at K9 Cares Dog Daycare Centre based on Rockfield Road.
* Lots of fun play, Stimulation and socialisation in a safe and supervised environment by experienced and qualified staff. Some examples of enrichments activities include: access to dog safe toys (goughnuts, antlers), access to rear garden area, walking in mornings and evenings, interactions with resident family and dogs.
* Constant access to clean, fresh water.
* Your dog will be fed separate to K9 Cares own residential dogs and to the instructions and quantities specified by you at induction.
* Cosy and readily accessible areas for those dogs who want 'quiet time’.
* Your dog will have its own sleeping area away from K9 Cares Resident dogs.
* We are Fully Licensed under the Animal Boarding regulations by our local Herefordshire Council for Dog Day Care for which we have been rated as 5 stars.
* We are fully insured by PetPlan Sanctuary Business Insurance to run a Dog Day Care, Dog Grooming, Dog Walking and Homeboarding. We are also fully insured for holding customer keys.
* A fully equipped First Aid kit is always on site, and all staff have undertaken an advanced Canine First Aid Course with Pro Trainings EU and have acquired the required Level 3 OFQAL CPD accreditation certificates as Canine First Aid Providers.
* Safety is of high importance to us and we have our own Emergency Fire/Evacuation Procedure.
* Your dog will only be 'off lead' within K9 Cares Dog Daycare Centre and when it is in K9 Cares residential property. If your dog is taken out for a walk or to be transported in K9 Cares business vehicle, it will always be kept on a lead.
* In the daycare environment, experienced and qualified Staff are present 100% of the time in both dog daycare areas so they can be supervised whilst attending K9 Cares Ltd. During the home boarding environment, your dog will also be supervised at all times, apart from overnight when your dog will be sleeping downstairs in their own safe and secure designated room.
* All dogs must be lead walked into and out of our daycare unit by the owner and must be controlled at all times.
* Any dogs involved in 'scuffles' will be immediately separated and given 'timeout' to cool off.
* If any dog has any bites, cuts or scratches whilst in the care of K9 Cares, they will be administered basic first aid carried out by a suitably qualified member of staff. If the injury requires vet attention, they will be transported immediately to their own vets or K9 Cares registered emergency veterinary practice dependent on need.
* If your dog becomes ill during its stay at K9 cares Dog Daycare or Homeboarding, they will be taken to their registered vet, or K9 Cares Registered Emergency vet (VETS 4 PETS) depending on need. All details of any illness will be documented on K9 Cares bespoke software, which you will have access to. K9 Cares will pay for any such treatments in the event of illness, but you are expected to refund K9 Cares promptly once your dog has been collected.
* K9 Cares registered Vet has agreed to provide isolation facilities for any dogs under its care both in the daycare setting and homeboarding. K9 Cares registered vet will also provide cold storage in the unforeseeable and unfortunate event of a dog death whilst resident at either of the K9 Cares Ltd premises.
* Every effort is made to control aggression and negative interactions between dogs at K9 Cares, but owners must be aware that on occasion this is unpreventable due to canine behaviour and your dog may on occasion succumb to an injury such as a scratch, bite or cuts, this can happen even during general play!
* A 2 strike system is in operation for dogs showing aggressive intent towards any other dog or person. If any dog has two incidents of aggression ('Gross Misconduct!'), they will be excluded from K9 Cares for their own and other dogs safety until these behaviours have been addressed by the owner.
* K9 cares keeps all customer records secure on a GDPR compliant software provider and is stored online through cloud technology. K9 Cares will not share any of your information with anyone. This is unless your dog requires Veterinary attention whilst at K9 Cares, then customer name, address and telephone number will be given to the vet in question.
* Regular updates/pictures of your dog on our Facebook and Twitter feed so you can see the sort of things they have been up to during the day
* Dogs are positively corrected for any unwanted or aggressive behaviours towards any other dogs or staff members. This may include, reactive responses, bullying, harassment or 'humping' tendencies. We use positive treat rewarding to encourage behaviour adjustment and simple voice commands to distract the dog from the behaviour they are displaying.  If necessary dogs may be separated from the main daycare group for 'time out', either to calm down or response to any serious aggression incidents.
* Incessant barking is not tolerated at K9 Cares and will be carefully managed using simple voice commands  and positive corrective instruction.  If after a period of settling in and training a dog continues to incessantly bark, they will be excluded from daycare and home boarding until this behaviour has been corrected by the owner.

**What we require from you:**

* Your dog to be fully vaccinated and up to date with their annual boosters for the following:
	+ - Canine Distemper
		- Infectious Canine Hepatitis (Canine adenovirus)
		- Leptospirosis (L. canicola and L. icterohaemorrhagiae)
		- Canine Parvovirus and other relevant diseases.(very often Nobivac DHPPi and Nobivac Lepto 2
		- Kennel Cough
* Evidence of the above must be provided prior to the commencement of any service and updated annually with boosters.
* Ensure your dog/s have been administered recently with Flea and Worm treatments as recommended by your Veterinary Practice. This does not include the over the counter preparations i.e Bob Martins, 4Fleas etc. Please note we also now do not recommend any of the frontline flea treatments.
* Awareness of when your bitch is due in season.  If a bitch is thought to be due to commence a season, they MUST be excluded from attendance at K9 Cares Daycare and Homeboarding for at least three weeks. If K9 Cares suspects a Bitch is in season, the owner will be notified and the bitch will be separated from other dogs and be transported to their home by ourselves or await collection and the three week exclusion will commence.
* Ideally all males 12 months and over are required to be neutered. Un-neutered males over 12 months can be accepted following further behavioural assessment and monitoring of behaviours for a period of 1 month, this is in exceptional circumstances and when the dog in question does not pose any behavioural risk to other dogs in daycare.
* Honesty about your dogs personality and training levels, (house trained, chewing, aggression etc). Particularly in relation to whether your dog has any issues with aggression or is fearful of children or cats as both are present at K9 Cares residential property.
* We welcome feedback from our customers at all times.
* To see all the services we offer and our current rates, please go to our Prices page.  The health and welfare of all animals has always been a high priority of ours and always seek to promote the beliefs and standards of the RSPCA, DEFRA and other animal welfare organisations.
* All new customers will be required to complete our customer information form online which includes general details about your dog/s.  This also includes a full list of our terms & conditions to which you must sign and agree to.