

DOGGY DAY-CARE SERVICE TERMS & CONDITIONS

1. Before taking on a new client, we offer a free trial walk to see how well your dog gets on with Hector (our long-haired Chihuahua), Fergus (our Golden Retriever) and Jasper (our long-haired miniature Chihuahua) and the other dogs who are part of our day-care service.
2. After our meet and greet you will get a tour round our family home. We have spacious accommodation and a large and secure garden which our day-care dogs can enjoy when the weather is fine.
3. We prefer all male dogs to be neutered and females spayed between the age of 12 months to eighteen months old.
4. Females who have not yet been spayed and who are in season cannot come to day-care until their season is finished.
5. Before your dog starts on our day-care service, and thereafter annually, we need to see a complete copy of their vet record card, showing that their records are up-to-date and that they have had their annual vaccination booster and kennel cough drops.
6. We need to see confirmation that your dog is covered by pet insurance.
7. All dogs in our day-care service must be microchipped and must have their owner's ID tag on their collar.
8. When your dog is out group walking, we will provide them with our Let's Go Walkies ID tag which has our contact details on it.
9. Your dog will get an hour's group morning walk in a countryside location then in the afternoon a short onlead walk.
10. We will ask you to sign a consent form if you wish your dog to be allowed off-lead for group-walking. If you prefer them to be kept on lead, we will use a five-metre training lead so that they will still have the freedom to run around with the pack.
11. In the event of your dog becoming unwell or sustaining an injury while in our day care service we will take them to your own vet, if located in Paisley, and to a Paisley vet if your own vet is located out with the town. It is your responsibility to settle your dog's vet bill.

- 12.If your dog has continence problems and soils any of the carpets in our family home whilst with us we will be entitled to have the carpet professionally cleaned and to add the cost of cleaning to our daily fee.
- 13.We ask you to bring with you each day your dog's lunch for the day, together with a towel and a dog coat for use when it is raining.
- 14.Our daily fee is £25.00 for a full day's day-care. We do not offer a half day service. Two dogs from the same household are £35.00.
- 15.For dogs who are with us for up to two days per week, we require our daily fee to be paid at the time of drop-off each day. Cash is preferred.
- 16.For dogs who are with us three days or more per week, we will accept payment of our fees in cash or by bank transfer.
- 17.We offer a "working week package" providing day-care from Monday to Friday for a weekly fee of £85.00.
- 18.We require 24 hours' notice of any cancellation. Cancellation with less than 24 hours' notice will result in the full daily fee being payable.
- 19.Holiday entitlement – Two weeks no charge annual leave thereafter holidays taken will be charged one hundred per cent of your regular doggy day-care slot.
- 20.These up-to-date changes in said terms and conditions can be found on our website www.letsgowalkies.co.uk
- 21.Our business hours are Monday-Friday 8.00am to 6.00pm. We ask that dogs be collected as close as possible to 5.45pm as this allows us to attend to the end-of-day cleaning in our family home before settling down for a rest!

HOME-BOARDING SERVICE

1. We offer a home-boarding service exclusively for dogs who are part of our day-care service. We do not home-board any other dogs.
2. Our service is a home-boarding service and not a kennelling service: your dog will stay with us in our family home and will be treated as part of the family while you are away.
3. When your dog is home-boarding with us they will have the run of our family home and will be able to enjoy our large and secure garden when the weather is fine. They will sleep in our family home.

4. When home boarding with us, your dog will get a morning and an afternoon group walk with dogs from our day care service in a parkland or countryside location.
5. To avoid any behavioural problems, we require that all male dogs over the age of twelve to eighteen months to be neutered and that all females over the age of twelve to eighteen months be spayed.
6. Females who have not yet been spayed and who are in season cannot home board with us until their season is finished.
7. Before your dog home boards with us, we need to have seen a complete copy of their vet record card, showing that their records are up-to-date and that they have had their annual vaccination booster and kennel cough drops.
8. We need to see confirmation that your dog is covered by pet insurance.
9. All dogs who home board with us must be microchipped and must have their owner's ID tag on their collar.
10. When your dog is out group walking with us when home boarding, we will provide them with Let's Go Walkies ID tag which has our contact details on it.
11. We will ask you to sign a consent form if you wish your dog to be allowed off lead for group walking. If you prefer them to be kept on lead, we will use a 5 long metre training lead so that they will still have the freedom to run around with the pack.
12. In the event of your dog becoming unwell or sustaining an injury while home-boarding with us we will take them to your own vet, if located in Paisley, and to a Paisley vet if your own vet is located out with the town. It is your responsibility to settle your dog's vet bill.
13. You must be able to provide us with details of a family member or friend who is able to take over care of your dog in the event of them picking up an infectious condition while you are away. Since our service is a home boarding service and our own dogs live with us, we are unable to accommodate any dog who requires isolation from other dogs because of an infectious condition.
14. If your dog has continence problems and soils any of the carpets in our home while home-boarding with us we will be entitled to have the carpet cleaned.
15. family home while home boarding with us we will be entitled to have the carpet professionally cleaned the cost of cleaning to our daily fee.

16. We ask you to provide your dog's food for the duration of their period of home-boarding with us, together with any special treats you might like them to have.
17. We also ask you to provide a towel, a dog coat for use when it is raining, a toy and something with your own scent on it (which can give your dog some comfort if it is their first time away from home without you).
18. Our home-boarding fee is £30.00 per night, two dogs from the same household £45.00, payable on the day your dog off at the start of their stay with us. Cash is preferred.
19. We will make sure that your dog is given a "returned home clean" bath at the end of their stay with us.