



Vet Crèche Dog Daycare Disclaimer

Owner Name:

Dog Name:

1. The Client agrees that, in admitting their dog, Vet Crèche has relied on the Client's representation that their dog is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog. If your dog is showing signs of being unwell, please contact the centre as soon as possible and keep your dog at home until 48 hours after the symptoms pass.
2. All dogs will be subject to an initial assessment by Vet Crèche staff prior to attending day care for the first time. Vet Crèche Ltd reserves the right to refuse admission to any dog deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
3. Vet Crèche reserves the right to segregate initially, or at any subsequent time, any dog which appears nervous, frightened or otherwise uncomfortable in the presence of other dogs. Vet Crèche Ltd will notify the Client in such an event, and discuss options for future day care sessions.
4. The Client agrees to notify Vet Crèche immediately of any unwelcome, aggressive, proactive, or dangerous behaviour of their dog that has potential to cause harm to any other dog or individual.
5. Vet Crèche is a place where dogs co-mingle in groups and the Client accepts that during normal dog play their dog may sustain injuries. All dog play is carefully monitored at Vet Crèche Ltd to avoid injury, but scratches, punctures, nail pulls, sprains, or other injuries could occur despite the best supervision. The Client accepts that pads on paws may initially become sensitive or sore until the dog becomes accustomed to the different surface and that their nails may become worn down whilst playing on the outside concrete area.
6. The Client authorises the staff of Vet Crèche Ltd to seek such vet advice and/or treatment as they deem necessary; the client accepts that the staff of Vet Crèche Ltd will use the veterinary services within The Natural Vet Ltd and give full consent to The Natural Vet Ltd to treat their pet.
7. Vet Crèche Ltd reserves the right to refuse admission if the Client fails to provide adequate proof of vaccinations (including Bordetella), or the vaccinations are found to be expired or otherwise incomplete. We require an up-to-date copy of your vaccination certificate **EVERY time your dog receives his boosters**. Boosters can be given within the day care centre. Alternatively, we will accept antibody titre testing as proof of immunity against distemper, parvo and hepatitis. We still require vaccination against leptospirosis and kennel cough as there is not a test available for these diseases. Titre testing can be performed at The Natural Vet Ltd.
8. The Client accepts that even though their dog is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog can still contract a variant of Kennel Cough. The Client agrees that they will not hold Vet Crèche responsible if their dog contracts Kennel Cough while attending Vet Crèche.
9. The Client agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious, infectious, or otherwise communicable diseases. The Client further agrees to notify Vet Crèche immediately of any infectious and/or contagious disease or conditions their dog has been exposed to or is affected by. Such diseases and conditions include, but are not

limited to: Distemper, Hepatitis, Kennel Cough (Bordetella), Parvovirus, Coronavirus, Worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites. Vet Crèche reserves the right to refuse admission until satisfied that the condition is resolved.

10. The Client agrees to ensure their dog has eaten at least 2 hours before arrival at Vet Crèche to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).
11. Vet Creche holds insurance for Public Liability, Professional Indemnity, Employers Liability and Care Custody & Control of Dogs which covers each dog whilst in Vet Crèche. A full copy of our insurance can be viewed at any time.
12. **NEUTERING:** Males over **12 months of age** must be neutered (or have received the male hormonal implant) to attend Vet Creche.

There is no requirement for females to be spayed, however they **cannot attend daycare whilst in season**. Females can return to Vet Creche a minimum of **3 weeks after bleeding has stopped**. If your dog comes into season whilst in Vet Creche we will isolate them immediately and call you to collect them.

13. **BEHAVIOUR CONCERNS:** To ensure the safety of all dogs who attend Vet Creche, and staff, we must take any behavioural issues seriously. We will communicate any concerns we have as they arise and work with you to determine the appropriate course of action.

The Client accepts that if, at any point, Vet Creche deem your dog shows behaviour(s) within day care that risk the safety of themselves, or other dogs, they will be collected immediately and will no longer be able to attend day care.

14. **EMERGENCY CONTACT:** We require all Clients to provide the name and number of an emergency contact who can collect your dog in the event you are unable to throughout the duration of their stay at Vet Creche.

The Client accepts that someone **must be available** to collect their dog immediately from Vet Creche should this become necessary (due to injury, illness etc).

15. **CANCELLATION:** As part of our safety requirements, we must adhere to a strict staff: dog ratio (1:10). To ensure the safety of the dogs in our care, and our staff, we require at least **24 hours notice of a cancellation**. Otherwise, at Vet Creche's discretion, a pass may be deducted from your account (or the equivalent charge for your booked session, £17 half day and £27.50 full day respectively).
16. **PAYMENTS:** Payments **MUST be made on the day of the session**. Sessions cannot be paid for retroactively. Vet Creche reserve the right to cancel future bookings if we do not receive payment for a session.

If use our pre-paid packages you will receive an e-mail when we redeem your dog's last pass for daycare. **A new pack must be purchased before your dog's next session.**
17. **PRE-PAID PACKAGAES:** If for any reason we feel your dog can no longer attend daycare with us and there are outstanding passes on their account, you will have **28 days from their last session** to seek a refund for the remaining days. After this time we will be unable to process a refund.

All packs are valid for **6 months** from the date of purchase.

18. **LATE FEES:** Our set drop off times for morning and afternoon sessions (7.30am-9.30am/ 12.30pm-1.30pm) are in place to ensure the safety of our daycare dogs and staff. Vet Creche reserve the right to refuse entry to daycare for any arrivals out with these times. Any late entry will be subject to a £5 late fee.

If you will be late to collect your dog for any reason please call us to let us know. Charges for late pick up are as follows: 0-15 mins £5, 15-30 mins £10, over 30 mins £15. Late pick up for a half -day session will be charged the full day session rate of £27.50.

The information I have given in this application is true, correct, and complete to the best of my knowledge.

I have read and agree to abide by the Terms and Conditions for Dog /Puppy Day Care Services at Vet Crèche Ltd.

I have read and understood the information provided in the Vet Creche Client Information Pack.

I hereby indemnify Vet Crèche Ltd against liability should my dog receive treatment because of attending Vet Crèche Ltd. I agree to my details and that of my registered veterinary practice being passed to Vet Crèche Vet services, and consent to the release of relevant medical records from my registered practice should my dog require treatment at Vet Crèche Ltd whilst in the care of Vet Crèche Ltd.

Signed:

Print Name:

Date: