



HOUNDS RETREAT

*Their Day Their Way*

## MEET & GREET

This trial session allows us to assess whether Hounds Retreat is a good fit for your dog. Participation does not guarantee acceptance into Hounds Retreat.

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- You must remain reachable by phone during the Meet & Greet.
- You agree to drop off and collect your dog at the scheduled time, as other dogs may be arriving for individual sessions.
- Please keep your dog on a leash at all times. On arrival, please wait in the office.
- Dogs must be up-to-date on vaccinations. Please bring your dog's vaccination records with you on arrival.
- We recommend that dogs have a Kennel Cough Vaccination. A waiting period of at least 14 days before attendance, including after every booster. The vaccine does not guarantee full immunity, so please keep your dog home if they show any signs of illness to protect all dogs in our care.
- Dogs must be microchipped and on regular flea, tick, and worm treatment.
- If your dog is unwell before the session, please contact us to reschedule.
- If your dog shows signs of illness during the session, we will contact you for immediate pick-up.
- If your dog displays severe stress, anxiety, or aggressive behaviour, we will contact you for immediate pick-up.
- All dogs must have a secure collar & owner I.D tags on arrival.
- Dogs may be fitted with a Hounds Retreat quick-release collar. All dogs will wear the Hounds Retreat ID tag during their visit

- Owners understand that minor injuries (e.g., scrapes or bumps) may occur during normal play. Hounds Retreat will provide basic first aid if needed and notify you. If further care is required, we will contact you for early pickup or transport your dog to your vet or our registered vet. In emergencies, we may act in your dog's best interest if you're unreachable. All veterinary and transport costs are the owner's responsibility. Hounds Retreat is not liable for costs or outcomes resulting from injury, illness, natural causes, or behavioural incidents.
- All paddock time is off-lead and fully supervised.
- Only dogs from the same household may share a room and off-leash playtime in the paddocks.
- Hounds Retreat is not liable for injuries to owners, handlers, or third parties while on the premises, including the car park, access paths, and any dog daycare areas.
- Damage to property - The owner is responsible for any damage caused to dogs rooms or other property. The cost of repair or replacement will be charged to the owner.

### **Cancellations**

- All no-shows will be charged the full session price, with no refund.
- If at least 24 hours' notice is given prior to the booking, clients may reschedule or receive a full refund.
- If a dog is collected early — whether at the request of Hounds Retreat (e.g. due to illness, injury, being in season, or behavioural concerns) or at the owner's request — the booking fee will still apply.

**By signing below, you confirm that:**

- You have disclosed all relevant health and behavioural information.
- You understand your dog will receive individualised care and rest in a private room, unless attending with a dog from the same household.
- If attending with another dog from your household, you confirm they can safely rest and play together off-lead.
- You consent to your dog being allowed off-lead in our play area and you accept the inherent risks associated with off-lead play.
- You understand this is a trial session and **does not** guarantee future enrolment at Hounds Retreat
- I have read, understood, and agree to Hounds Retreat Terms & Conditions.

Signed .....

Print Name .....

Date .....

Dog's Name(s) ..... .....