



Hounds Retreat Daycare & Boarding Terms and Conditions

1. Health & Vaccinations

- Dogs must be fully vaccinated, microchipped, and on flea, tick & worm treatment.
Bring records on drop off.
- Kennel Cough vaccine is recommended , 10 days waiting period before attendance.
- Dogs must not attend if unwell. Pre-existing conditions must be disclosed; we are not liable for complications.

2. Dog Eligibility & Behaviour

- Dogs must be 12+ months; banned breeds not accepted.
- Spaying/neutering is recommended.
- Dogs in season cannot attend
- Owners must disclose behaviour history and are responsible for any damages or injuries.

3. Meet & Greet

- Trial session required before daycare or boarding; does not guarantee acceptance.
- Owners must be reachable and drop off/pick up on time.
- Dogs must wear collars & ID tags.
- Minor injuries may occur; basic first aid provided. Further care is at the owner's expense.

4. Daycare & Overnight Care

- Supervised off-lead play; household dogs may share rooms/off-lead play if safe.
- Owners must provide enough food to last the duration of their stay and disclose allergies/diets.
- Owners must Inform staff of restrictions (treats, toys, exercise)
- Light grooming(brushing,paw wash) available.
- After filling out a medication form, please bring any medication your dog may need. Medication must be in original packaging with vet instructions. If we cannot administer medication, we will contact you. Please note we cannot administer injection
- Dogs may be separated for behaviour or illness; extra charges may apply.
- Owners are responsible for any damage caused by their dogs.

5. Health & Emergency Care

- Owners may be contacted for early pickup if dogs are unwell or distressed.Early collection does not reduce or refund fees.
- Dog owners acknowledge that minor injuries may occur. The staff will provide basic first aid when appropriate and will make reasonable efforts to contact the owner in the event of an injury.
- In emergencies, Hounds Retreat may act in the dog's best interest if owners cannot be reached. Vet release form must be signed at drop off.
- All veterinary and transport costs are the owner's responsibility.

6. Pick-Up & Drop-Off

- Dogs must be on lead and wear collars & ID tags.
- Only authorised persons may collect dogs; notify us in advance if different.
- Late fee may be applied to cover staff overtime costs. Please contact us if running late.

7. Cancellations, Deposits, Fees & Payments

- Full payment required at booking; deposits may apply for overnight stays.
- Please note that early collection does not result in any fee reduction or refund.
- The facility reserves the right to modify fees, deposits, and cancellation policies at its discretion. Any changes will take effect upon posting or written notice to clients. Please contact us for current information regarding fees, cancellation policies, and deposits.

8. Liability & Indemnity

- Owners indemnify Hounds Retreat for claims from their dog's behaviour or health.
- We are not liable for injury, illness, or unforeseen outcomes.
- Not liable for injuries to owners, handlers, or third parties.

9. Zero Tolerance

- Abusive or threatening behaviour toward staff leads to immediate service termination.

Terms and pricing may change; continued use constitutes acceptance

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Acknowledgement & Agreement

By booking meet & greet, daycare or overnight boarding, I confirm:

- I have read and agree to these terms.
- My dog is vaccinated, microchipped, and on parasite control.
- I have disclosed all health and behaviour information.
- I authorise emergency vet care at my expense if I cannot be reached.
- I accept the risks of off-lead play, overnight boarding, and any shared rooms or play areas with household dogs.
- I accept responsibility for any damage or incidents caused by my dog.
- Photos/videos may be used for promotion; opt out in writing.

Owner Name: _____

Dog Name(s): _____

Signature: _____

Date: _____