



Doggie Day Care Terms and Conditions

Applicable to all services from October 2014

1. By allowing your dog(s) to attend ACGS doggie day care you agree to all terms and conditions set out below and release ACGS staff, and volunteers of any liability arising from your dogs attendance and participation at ACGS doggie day care.
2. The dog(s) owner takes full responsibility to keep abreast of any changes or amendments to these terms and conditions.
3. All dogs must have an induction assessment before being admitted into the ACGS doggie day care.
4. If at any time if your dog(s) show aggression or threatening behaviour toward any person or any other dogs, your dog maybe excluded and no longer able to use the day care service.
5. If at any time if your dog(s) behaviour is judged to be inappropriate by ACGS staff your dog maybe excluded and no longer able to use the day care service.
6. By attending ACGS doggie day care owners accept their dog will be interacting with other dogs of all ages, genders, breeds and sizes.
7. Although every care is taken by ACGS staff and all dogs are supervised at all times, day care presents an element of risk. Risks include (but not limited to) the transfer of diseases, bites, scratches, punctures, torn ligaments or other injury's. By attending ACGS doggie day care you are accepting these risks stated above.
8. If your dog(s) are not regularly socialised with other dogs, they may not know how to behave politely around other dogs. These dogs are at a higher risk of incident including (but not limited to) bites, fights, fear aggression, object guarding or behaviour problems.
9. During play with other dogs at day care day, they may get dirty or wet. ACGS will endeavour , where possible, to dry the dogs prior to drop off, however there maybe some cases when the dog could be dropped off still damp or dirty.
10. To take advantage of the early payment discount on day care fees, days must be booked and paid for in advance (by the last calendar day of the week before any dates are booked and will be non refundable). All other services must be paid for at the time they are rendered.
11. Fees can be paid via bank transfer, cash or cheque.
12. In admitting your dog(s) to day care you are confirming they are in good health, have had no diseases or conditions including (but not limited to) Parvovirus, Kennel Cough (Bordatella), Distemper, Corona virus, worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites in the last 7 days and shown no signs of aggression towards people or other dogs.
13. ACGS hold public liability insurance.
14. ACGS does not accept bitches in season or entire males into day care and relies on owner's word that these conditions are kept.
15. If an incident occurs, ACGS staff will give dogs concerned a cursory examination. However, ACGS are not trained veterinarian and will not be liable for the treatment, diagnosis or location of any injury sustained on the premises. If your dog is involved in a known incident at ACGS you will be informed and the decision to seek veterinary care is at your discretion and cost.
16. In the event of an animal requiring urgent/emergency veterinary attention ACGS will seek veterinary advice and any/all treatment will be at your cost.
17. Collars must be worn at all times with full identification tags as required by law.
18. All dogs must have up to date standard vaccinations including the Kennel Cough vaccine. Documentation will be checked by ACGS prior to your dog's attendance.
19. All dogs must have an up to date enrolment form on file with ACGS including emergency contacts.
20. ACGS service includes pick up and drop off at owners premises.
21. ACGS doggie day care is available Monday through to Friday excluding Bank Holidays, AGCS will pick up between 08:00 and 10:00 and drop off between 16:00 and 18:00.
22. If owners will not be present during pickup and drop off times All Creatures can hold a set of keys which will be securely stored in a key safe when not in use.
23. Photographs of dogs in ACGS care maybe posted to social media sites such as Twitter and Facebook. By using our services you accept and authorise this use.
24. We require 48 hours notice of cancellations otherwise the usual rate will apply, unless the discount has been applied as set out in section 10.
25. ACGS will not be held liable to the injury, death, disappearance or fines accrued by any animal in their care unless falling under the requirement for public liability insurance.
26. By attending day care you accept that your dog will be sharing accommodation with dogs from different households. In the event of injury or illness ACGS will not be held responsible. All reasonable precautions will be taken to ensure your dog's safety and well being whilst in our care.