



Claire's Comfy Canines Ltd  
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Company registration number 07930406  
VAT number 180788081  
Managing Director Claire Hunter

## **Terms and conditions 2024**

All bookings are subject to these Terms and Conditions. Variation to the Terms and Conditions may be made from time to time and if you agree to use any of our services, you agree to our terms and conditions.

Our charges are set out on our website. You will be deemed to have accepted the charges of Claire's Comfy Canines upon confirmation of your booking (these are outlined below).

### **Payments**

Claire's Comfy Canines charges are payable in consideration of the service's that we operate.

All clients will receive a monthly invoice, dated the last working day of the month. **The payment is due within 5 days** including the day the invoice was raised, weekends and bank holidays. Our bank details are provided on the email. **WE DO NOT ACCEPT CASH OR CARD PAYMENTS.**

The only exception is final invoices, which are issued on the last day of your contract and payment is due immediately.

If we have not received your payment by the 5<sup>th</sup> day, we will send you a **RED REMINDER INVOICE**. If you receive this email, the invoice must be settled immediately. If you fail to settle after receiving the reminder, we reserve the right to issue a **LATE PAYMENT FINE of £20**, followed by £5 every 2 days that the invoice is overdue. If you have any queries or problems paying your invoice it is your responsibility to let us know within the 5 days.

### **Non-attendance**

**WE ONLY ACCEPT CANCELLATIONS AND CHANGES TO BOOKINGS ELECTRONICALLY – THERE ARE NO EXCEPTIONS!**

If you need to request an unpaid absence day, we have a strict cancellation policy of **2 full working days**, not including weekends. If you do not provide the necessary notice, you will be charged as normal. In order to keep your regular slots free, we will only accept a **maximum of 2 weeks' absence in one block**. Your holiday entitlement is outlined below. **If you need to request unpaid absence for more than 2 days in one invoicing period, we require a months' notice.**

The total amount of unpaid absence across the year (1<sup>st</sup> January to 31<sup>st</sup> December) is as follows:

If your dog attends:	1 day a week: Maximum of 5 non-charged days
	2 days a week: Maximum of 10 non-charged days
	3 days a week: Maximum of 15 non-charged days
	4 days a week: Maximum of 20 non-charged days
	5 days a week: Maximum of 25 non-charged days

All absences are monitored and logged. If you wish to know how many days 'absence' you have taken, please contact us and a Manager will check and inform you as soon as possible. Please note we do take bookings for extra days into account.

We are closed for bank holidays. If your day falls on a bank holiday you are requested to swap into another day in that invoicing period, please text or email to arrange this.

\*For new clients - your dog will accrue unpaid absence allowance across your first year. Please contact us if you want this information.

**WE REQUIRE 4 WEEKS NOTICE FOR PERMANENT REDUCTION OF DAYS AND TERMINATION OF CONTRACT. YOU CAN NOT USE YOUR HOLIDAY ENTITLEMENT, ILLNESS OR SEASONS AS PART OF THIS PERIOD.**

### **Your Pet**

We cannot accept bookings for badly behaved or aggressive animals. Claire's Comfy Canines may terminate an engagement immediately if it is reasonably thought that a Pet is badly behaved or aggressive either towards humans, animals or property. You will be liable if your pet injures, a third party, any property or any other dog. **YOUR DOG WILL BE ACCEPTED ON THE BASIS OF A TRIAL SESSION AND PROBATION PERIOD BEING SUCCESSFUL. ANY UNSOCIALBLE OR AGGRESSIVE BEHAVIOUR MUST BE COMMUNICATED TO US PRIOR TO ANY INTRODUCTION TAKING PLACE.** Owner undertakes to make full disclosure of any quality or characteristic changes, which might make your dog not suitable for day care including behavioural or health problems, anti-social behaviour including aggression, incontinence/lack of house training or excessive loud barking/whining.

**We reserve the right to terminate the Agreement at any time in our sole discretion without any liability on 4 weeks' notice during the applicable Minimum Contract Period.**

Proof of vaccinations is required.

Please note The Control Of Dogs Order 1992 mandates that any dog in a public place must wear a collar with the name and address including post code of the owner engraved or written on it or engraved on a tag. Your dog also legally requires an ID chip, please provide details on the form provided. It is the owner's responsibility to ensure that the details are logged on a relevant database. You must ensure that your Pet is in good health and free from fleas and is adequately wormed. If Claire's Comfy Canines believes that your Pet is not in good health, we reserve the right to seek veterinary advice on your behalf. If it becomes necessary, your animal will be taken to a veterinary surgeon. You are responsible for any fees that are reasonably incurred whilst in our care. We will make every effort to take your dog to its own vets. All efforts will be made to contact the owner in the event of an emergency. The owners must provide us with a contact number of a trusted 3rd party should we be unable to make contact. However, we reserve the right to make decisions regarding your dog's health provided it is at all times acting in the best interests of the dog and on the advice of a veterinary surgeon. Owner accepts full liability for any loss or damage caused by the dog whilst in the care Claire's Comfy Canines.

Please ensure that your dog items are named, with a label. We do not take responsibility for damage to your pets bedding, toys or other items whilst in our care.

### **Induction**

On completion of a 'Passed induction' your contract with Claire's Comfy Canines begins immediately. The cost of the induction is £32.5. If your dog has failed their induction, you will not be charged. If your dog passes their induction and completes one month with us, you will not be charged. If you do not complete one month with us you will be charged for the induction, unless we at Claire's Comfy Canines terminate the contract early.

### **Illness and disease**

It is the owner's responsibility to make Claire's Comfy Canines aware of any sickness, illness or health issues your dog is displaying. Illness can spread quickly amongst groups of dogs and the owner may be liable for any vets bills or loss of earnings should illness spread from your dog and you have failed to inform us of any symptoms.

**ALL cancellations outside of the required notice period or holiday allowance will be charged for. If your dog is sick we will try to accommodate a swap into another day, however we cannot guarantee that this will be possible and you should expect to still be charged.**

### **Neutering and Seasons**

We are unable to take any unneutered male adult dogs. Any male puppies that join us are monitored until they start to show signs of maturity. At this point we will give owners a 4 week notice period to either neuter or find alternative care. There is no specific time frame for this and we will always help owners come to the best decision for them and their puppy, no matter what the outcome. Bitches will not be charged for their first and second season but all subsequent seasons will be taken from the holiday allowance or as paid absence.

### **Late collection**

The definition of 'Late collection' is anytime after 6.30pm.

There is a **£5 FINE** for every 10 minutes or part of, that you are late for collection.

We are quite happy for you to pick up at 6:30, but please be advised that you must leave promptly and if you would like to discuss your dogs day or have any questions, then please call between 7:30am and 6:30pm so we can speak with you without any time restrictions. We reserve the right to terminate your contact if you are repeatedly late.

### **Your data**

By signing these terms and conditions you are giving us consent to process the data you have provided on your client form. At Claire's Comfy Canines we are committed to ensuring that your privacy is protected and we comply with the Government Data Protection Regulations. If you would like to see our privacy policy, please see our website.

### **Medication**

ANY medication that we have on site must be sent in the original prescription box that states your dogs name, the name of the medication, the dosage required and how often the medication should be taken. This includes but is not limited to worming tablets, flea treatments, supplements, anti-biotics and both preventative and epilepsy medications to be applied in case of a seizure. If we do not receive this information, we will not be permitted to administer the medication to your dog.

### **Meal club**

Take away the worry out of having to remember your dogs daily meals when they are at school and sign them up for Meal club! Lunch OR Dinner costs £2 per meal per day, or you can opt to have both Lunch and Dinner for £3.50 per day. As we order enough food to last the whole month, any cancellations will not be processed until the current month has completed. If you do have holiday booked prior to the start of the month, you will not be charged for your scheduled meal. If you book extra days, lunch will automatically be added to your day - though the menu option may vary slightly depending on the meals still available.

### **Prices as of May 1<sup>st</sup> 2024 (All inclusive of VAT)**

£32.5 per dog, per day.

£29.5 per dog, per day for full time dogs.

£57 per day for 2 dogs from the same household (**currently no discounts available**)

£2 for Lunch or Dinner

£3.50 for Lunch AND Dinner

When you make or accept a booking of any of our services you are agreeing to our Terms of business.