



Home from Home for your Canine Companion

Terms & Conditions (January 2012)

1. The following Terms & Conditions are designed to ensure that your dog will be happy, comfortable and safe during its stay with us. Whilst we take every care for your dog while it is boarding with us, we can only accept the dog at your own risk.
2. We take a maximum of two or three dogs at a time, depending on their size. We regret that we can not take very large dogs or dogs that are aggressive, not housetrained, incontinent, chew furniture, generally out of control, on heat or pregnant bitches. We will only take an un-neutered male dog following a visit to make sure that he will get on with our dogs and any other guests and vice versa.
3. We prefer to meet all new dogs sometime before they will board with us to make sure that they will be happy with us and other dogs, and vice versa. If this is not possible we reserve the right to refuse to take any dog that appears to contravene item 2 above, as well as any dog that is showing signs of ill-health.
4. We ask for details of your Vet. We prefer that your dog is up-to-date with standard vaccinations, if it is not it is at your risk. Vaccination for Kennel Cough is not necessary. Please bring any certificates with you when you arrive. Your dog must be free of fleas, ticks and worms and up to date with treatments.
5. In an emergency or if your dog becomes ill we will make every effort to contact you or your nominated emergency contact. However, your dog's best interests are paramount and we will take your dog to your Vet, or if not reasonable (for example due to distance) our Vet (Harleigh Vets Ltd. of Bodmin) for treatment. Any treatment given will be at the discretion of the Vet, and payment will be your responsibility.
6. Any infestation of worms, fleas or ticks will be treated at your expense.
7. Please declare any ongoing or recurring medical problem that your dog may have and also any behavioural traits on the Dog Information Form.
8. The dogs have access to a secure garden and are kept on leads for walks unless we have your express written permission on the Booking Form. We will add our identity tag to the dog's collar whilst they board with us.
9. The dogs are not left alone unless necessary, and then only for short periods, e.g. for a shopping trip. At such times they will be kept inside.
10. To minimise disruption to your dog's routine we will feed at their usual time and we ask you to provide sufficient of his/her regular food to cover the duration of their stay. Your dog should also bring his/her bed, bowl, collar, lead, favourite toys, food and medication.
11. Our rates are:
 - 11.1 Day Only, including feeding and walks, 8am to 6pm: £14
 - 11.2 Overnight and up to 24 hour stays: £17.50 (Discount for 7+ days; ~10%)
 - 11.3 For over 24 hour stays dogs should arrive after 3pm and should be collected on the last day by 11am, unless previously agreed with us. Outside of these hours there may be a small additional charge.
 - 11.4 We offer ~15% discount for two dogs from the same family. All discounts are at our discretion.
12. A 50% deposit is required to confirm a booking. The balance is due on departure. We accept cash or cheque, please make cheques payable to S Crier. Please contact us for details to pay by bank transfer. We can also accept credit card payments via PayPal. There is a small surcharge, please contact us for details.
13. If you have to cancel a booking please let us know as soon as possible. Cancellation charges are:
 - 13.1 More than 28 days before arrival - £20 administration fee.
 - 13.2 Less than 28 days before arrival - 50% of total cost; no refund of deposit.
 - 13.3 24 hours or less before arrival - the full amount for the stay will be payable.
14. Should any dog show aggressive tendencies to people or other dogs, or if it becomes uncontrollable, it may be kept in a suitable dog cage or transferred to a traditional kennel, at your expense.
15. You agree to be responsible for any additional charges, including but not limited to, payment for damage caused, vet fees and any additional food required. These charges must be paid on collection of the dog. No personal, financial or legal liability will be assumed by The Dog Dorm or its Proprietors.
16. If for any reason your return is delayed, please let us know as soon as possible. Any dog not collected on the due date may continue to stay at The Dog Dorm or if not possible will be re-housed in kennels at our discretion. Charges will apply. Any dog not collected within 7 days of the end of the original booking period without reason will become the property of The Dog Dorm.

Proprietors: Peter & Sue Crier

Forest View, Cardinham, Cornwall, PL30 4BR

Tel: 01208 821477 Email: stay@dogdorm.co.uk Web: www.dogdorm.co.uk