



BALLACHULISH, BED & BISCUITS
Luxury home boarding for your dog.

Client Agreement - Terms of Business for Service

1. Our duty to you and your dog

- 1.1. At all times we will take the necessary care to ensure the safety and welfare of your dog. We will act professionally and use only kind, positive handling methods.
- 1.2. Your dog will be kept on a lead for our first few walks until we are able to assess their recall ability. If recall is not of a high standard your dog will always remain on a lead or long line.
- 1.3. If your dog is lost, we will use Munlochy Animal Aid, Highland Dog Blog, and other local social media sites to locate your dog. On arrival your dog will wear our ID tag displaying my name, address and mobile number.
- 1.4. We request a trial familiarisation with your dog, my own dog, and any other dog boarding at the same time, prior to agreeing any length of stay. Where possible, we recommend one month in advance.
- 1.5. We will not board any more than three dogs at any one time including my own dog to ensure your dog has a stress-free stay.
- 1.6. Although every effort will be made to prevent any harm to your dog whilst in our care, we cannot be held responsible for injury caused by the dog itself or being attacked by a dog or human outside of our business.
- 1.7. In the unfortunate event that your dog needs to be seen by a vet we will retain communication from the practice and keep receipts for reimbursement from yourselves. We will endeavour to seek your verbal approval prior to any treatment being given.

2. Your duty to us

- 2.1. You must provide us with an up-to-date veterinary vaccination record for protection against parvovirus, distemper, hepatitis and leptospirosis or a titre test certification with results of 2 – 6 for parvovirus, distemper and hepatitis (not leptospirosis).
- 2.2. Your dog must be in good health to the best of your knowledge, and you agree to have administered a flea check on the day of arrival.
- 2.3. You agree that your dog can safely board with up to two other dogs following our familiarisation session and that you know of no known aggressive or seriously reactive behaviours of your dog towards any other dog or human being.
- 2.4. You agree that your dog can be safely left alone with up to two other dogs and up to 4 hours without constant barking /howling or any destructive behaviour to our home.
- 2.5. Your dog must be microchipped and wear an ID tag displaying your name, address and mobile number.
- 2.6. You will supply your dog's daily nutritional feed, food bowl, your dog's bedding, and collar. We will use our own leads.

3. Terms of Service

- 3.1. Our fees are as agreed at the time of booking and are due on receipt of invoice and no later than 5 days.
- 3.2. We require 2 weeks-notice for cancellations. Anything shorter will result in a charge of 50% of the total invoice.

I fully understand and agree with the above Terms of Business for Service

Dog owners name

Signature

Date