

The Barracks Doggy Daycare Services

By using The Barracks Doggy Day Care services, you are agreeing to the following terms and conditions.

Registration

- Registration form must be completed for all new dogs.
- Behavioural assessments are required for all new dogs. Assessments are completed by appointment only, and these are held within The Barracks. Assessments will only be carried out after the registration form has been accepted and approved.

Confidentiality

- Any personal Information supplied will not be divulged to anyone other than to vet if required.

Pick up service

- The Barracks will pick up dogs, from the owners home, between the times of 8am and 8.30am, unless other arrangements are made in advance.

Drop off service

- The Barracks will drop dogs off, to the owner's home, between the time of 5pm and 5.30pm unless other arrangements are made in advance.
- The owner will ensure that access is given to The Barracks to pick up the dog from the agreed address or provide a key to allow access to the property.

- Access to the property must be straight forward, if we are unable to gain access after making all reasonable attempts, full price for the booking will still be charged.
- The owner must supply suitable and well fitted collars or harnesses and lead's, to escort the dogs to and from the van.
- By law, all dogs must wear identification tags. Your dog's tags must be attached to their collar or harness, for escorting dogs to and from the van. If no tags are provided The Barracks will attach their own.
- The Barracks must be informed immediately if your dog displays any signs of illness coughing, sickness or diarrhoea in order that we can effectively control the spread of any infection. If we feel the dog is unwell upon pick up from a property, owners will be notified immediately, and toilet breaks can be arranged for that day, full price for the booking will still be charged.
- Dogs displaying any of the above symptoms being dropped off for day care will be turned away. Alternate arrangements may be possible in these circumstances.
- Unforeseen circumstances may occur e.g. adverse weather, vehicle break down or illness, it is the owner's responsibility to have an emergency action plan in place to arrange transportation of their dog to The Barracks Doggy Day Care in these circumstances.
- The Barracks acts as guardian during owner's absence and will take action where we consider it suitable in order to protect and keep dog(s) in good health. We further confirm that the owner is responsible for any costs incurred, either veterinary or other, as a result of sickness, accident or damage caused by the dog, except under circumstances of third party liability.

Within the Day care

- All dogs must be dropped off between the times of 7.30am and 8am, we will not accept arrivals after this time, unless previously arranged.
- All dogs must be collected between the times of 5.30pm and 6pm, if dogs are collected any later than this a charge of £5 will be added onto the daily charge for every 30mins delay. Owners must inform us if they are going to be late, no communication will result in further charges being added.

Half Days

- Morning session dogs must be collected between the times of 12.30pm and 1pm, late pick- ups will incur the charges as outlined above.
- Afternoon sessions must be dropped off between the times of 1pm and 1.30pm, we will not accept arrivals after this time, unless previously arranged.

Antisocial Behaviour

- For the safety of all, all dogs must be well behaved, and have a certain level of obedience. Aggression towards humans and other dog's is unacceptable, and will result in immediate removal from the day care group and the owner will be contacted straightaway.
- Behaviours such as excessive barking or other unsocial behaviours may also result in this action being taken. We will work on a three-strike rule to allow dogs to settle into the environment.

- All owners will be informed of any minor incidents, or strikes against their dog, that may occur within the groups of dogs that attend the day care. This will ensure that appropriate action can be taken promptly.

Downtime area

- The Barracks will provide regular rest intervals for the dogs that are booked in to day care for any length of time, The Barracks reserve the right to increase this for the individual dog if required.
- Each dog will have its own individual rest area provided.

Dangerous dog act

- No dogs on the banned breed list of dangerous dogs (Amendment) act 1997, can be accepted into The Barracks Day Care. American Pitbull Terrier, Tosa Inu, Fila Brasileiro and Dogo Argentino. Hybrid dogs from the above group are also not allowed at Day Care.

Bookings

- Agreed set days, will be automatically be booked in, failure to cancel set bookings will result in full payment for that week being charged.
- Monday bookings must be confirmed by the Friday before 6pm.
- Infrequent and on the day bookings cannot be guaranteed a space.
- All Bookings must be requested between the times of 7.30am and 6pm (Monday to Friday).
- Bookings can be requested by email, phone, facebook messenger or in person
- Bookings are only complete once you receive confirmation.

Payments

- All payments for daily and weekly bookings must be paid in advance for the start of the following working week. Payment should be made by 6pm on the Friday for the following week.
- If using a prepaid saver pass option for booking this must be advised when booking.
- Failure to make payment will result in bookings being cancelled.
- Day care fees will be charged in full and not refundable if booking is cancelled less than 24 hours notice.

Vaccinations

- All dogs must have up to date vaccinations and must have been completed at least 4 weeks before the first visit.
- All dogs attending must be vaccinated against
 - Canine parvovirus
 - Canine distemper
 - Leptospirosis
 - Infectious canine hepatitis
 - Kennel cough
- Tick and worming evidence / worm count and natural products are accepted.
- If any dog has had an adverse reaction to the above, titre testing is accepted but we can only accept certification from a veterinarian of a recent test, the certificate must state that it is valid for the current period.

Veterinary treatment / emergency situations

- I, the owner, consent that The Barracks may take my dog to the designated vet for any emergency treatment that is required and I accept that I am liable for any cost.

Neutering

- All male dogs over the age of 6 months must be neutered.
- In season female dogs cannot be accepted into the day care. Other provisions can be made through Barkbrigade walking services during this time.

Emergencies

- If, under any circumstances, The Barracks need to close due to a power cut, or any other unforeseen circumstance, the owner must have an emergency plan and person in place to care for the dog.

Group sizes

- Social groups will be no bigger than 6 and 1 handler will be provided for each group.
- Groups will be decided on by our experienced staff taking into account the age, size, temperament and play style of the dogs.
- Dogs under 1 year old must have written permission to be mixed with adult dogs.

Staff

- We will ensure all staff will hold the correct level of qualification and experience required to work within the k9 industry.