



# Dogs and Duvets Home Boarding Terms and Conditions

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*(For Home-Based Boarding in the Scottish Borders)*

## Definitions

- **“The Boarder”** refers to the person providing boarding services.
- **“The Owner”** refers to the person who owns or is responsible for the dog.
- **“The Dog”** refers to the animal being boarded.

## 2. Booking & Payment

- A booking is only confirmed once the Boarder has accepted the dog and the Owner has provided all required information.
- A non-refundable deposit of 20% is required to secure dates at time of booking.
- Balance of full payment is due 10 days before boarding unless otherwise agreed in writing.
- Any booking changes must be in writing
- Early collection does not entitle the Owner to a refund for unused days.
- If a booking is cancelled after full payment this will be refunded on a pro rata and discretionary basis.

## 3. Vaccinations, Health & Welfare

- All dogs must be fully vaccinated, including kennel cough, and proof must be provided before boarding.
- Dogs must be treated and free from contagious illness, fleas, and worms.
- The Owner must disclose any medical conditions, allergies, behavioural issues, or special requirements.
- The Boarder reserves the right to refuse a dog that appears unwell or poses a risk to other animals or people.

## 4. Veterinary Care

- In the event of illness or injury, the Boarder will seek veterinary attention from the Owner’s registered vet where possible, or the nearest available vet if urgent.
- The Owner is responsible for their own pet insurance and to cover all veterinary costs incurred during the boarding period.

- The Boarder will make reasonable efforts to contact the Owner before treatment, but emergency care may be authorised without prior contact.

## **5. Behaviour & Safety**

- Dogs must be non-aggressive and safe to handle.
- The Owner must disclose any history of aggression, reactivity, or biting.
- If a dog displays dangerous or unmanageable behaviour, the Boarder may require early collection or transfer to a licensed kennel at the Owner's expense.
- Dogs will not be allowed off-lead unless the Owner has given written consent.
- The boarder has professional indemnity and liability insurance.

## **6. Feeding & Medication**

- The Owner must supply sufficient food for the duration of the stay.
- Food must be appropriately stored (Unopened tins, dry food in air tight containers)
- Any medication must be clearly labelled with dosage instructions.
- The Boarder will administer medication as instructed but accepts no liability for adverse reactions.

## **7. Belongings**

- Owners must provide bedding, toys, or other items, but the Boarder accepts no responsibility for loss or damage.
- Items left uncollected for more than 14 days may be disposed of.

## **8. Home Environment**

- Dogs will be kept in a domestic home environment and treated as part of the household.
- The Boarder cannot guarantee a completely escape-proof environment, though reasonable precautions will be taken.
- Dogs must be house-trained unless otherwise agreed.

## **9. Socialisation**

- Dogs may interact with other dogs in the Boarder's care unless the Owner requests otherwise.
- The Boarder will supervise interactions but cannot guarantee that minor scuffles or play-related scratches will not occur.

## 10. Walking & Exercise

- Dogs will receive regular exercise appropriate to their age, breed, and ability.
- Off-lead exercise will only occur with written Owner consent.
- The Boarder is not liable for injury or loss resulting from off-lead activity if consent has been given.
- Depending on exercise needs this may take place off site.

## 11. Emergencies

- If the Boarder's home becomes unsuitable due to fire, flood, illness, or other emergency, the Boarder will contact the Owner to arrange immediate collection or alternative care.
- If the Owner cannot be reached, the Boarder may place the dog in a licensed kennel at the Owner's expense.

## 12. Liability

- The Owner remains legally responsible for their dog at all times under the Dangerous Dogs Act and other applicable legislation.
- The Boarder accepts no liability for:
  - injury caused by the dog to itself, other animals, or people
  - damage caused by the dog to property
  - illness arising from pre-existing conditions
- The Owner agrees to reimburse the Boarder for any damage caused by their dog.

## 13. Cancellations

- Deposits are non-refundable.
- Cancellations made within 10 days of the start date may be charged at full rate unless the space can be re-filled.

## 14. Data Protection

- Personal information will be stored securely and used only for the purpose of providing boarding services.
- Information will not be shared with third parties except vets in an emergency.

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### 15. Agreement

By leaving their dog in the care of the Boarder, the Owner confirms that they have read, understood, and agree to these Terms & Conditions.

By signing this I agree to the above terms and conditions.

Name.....

Signature.....