

Terms and Conditions for Mr Darcy's Doggy Day Care Services

Effective Date: 02/04/2025

Welcome to Mr Darcy's Doggy Day Care. We are committed to providing your dog with a safe, fun, and comfortable environment while in our care. These Terms and Conditions set out the rules and expectations for our services, which include day care, dog walking and overnight boarding.

Opening Hours

Monday – Thursday

9am – 5 pm

Friday

9am – 4pm

Saturday – Sunday

9am - 5pm

Consultation Requirement

Before we agree to care for your dog, a consultation is mandatory. This allows us to assess your dog's needs, temperament, and suitability for the daycare or boarding environment. We reserve the right to refuse any dog based on the outcome of this consultation.

If boarding, a chargeable trial night is required to adhere to licencing requirements.

Please review our Terms and Conditions before using our services; by booking and using our services, you agree to the following terms:

1. Services Provided

We offer dog services which include day care, boarding and walking and include:

- Supervised playtime in indoor and outdoor areas
- Rest and nap times.
- Feeding and medication administration (if provided by owner)

2. Eligibility

- The dog must be at least 3 months old.
- Dogs must be spayed or neutered if over 1 years old unless specifically arranged otherwise. Exceptions may be made for puppies under the age of 6 months.

- Dogs must be up to date on vaccinations, including Parvovirus, Hepatitis, Leptospirosis, Distemper, Kennel Cough and flea/tick prevention.
- The dog must be friendly with other dogs and humans and not show signs of aggression.
- Owner to provide a suitable harness for your dog.

3. Vaccination and Health Requirements

- A valid hard copy of your dog's vaccination records must be provided prior to their first visit and updated every year.
- Dogs must be current on vaccinations, including Parvovirus, Hepatitis, Leptospirosis, Distemper, Kennel Cough and flea/tick prevention.
- We reserve the right to refuse service if your dog is showing signs of illness, infection, or parasites (e.g., fleas, ticks, etc.).

4. Booking and Reservation

- Regular day care clients will be provided their regular slots each week.
- Ad hoc day care reservations are required and must be made at least 1 day in advance.
- Payment for ad hoc day care is requested at time of booking unless a regular day care customer.
- Cancellations for ad hoc day care must be made at least 48 hours in advance to avoid full charge.

5. (a) At the House Drop-Off and Pick-Up

- Drop-off and pick-up times are 9.15-9.30 and 4.30-4.45.
- Dogs must be picked up by the agreed time. Late pickups will incur additional fees unless organised and agreed in advance.
- We cannot take responsibility for any personal belongings left with the dog, including collars, toys, or leashes.
- Day Car Standard Hours

Monday - Thursday	9am - 5pm
Friday	9am - 3.45pm
Drop Off Time - At The House Monday - Friday	9.15am - 9.30am

Collection Time - At The House Monday - Thursday	4.30am - 4.45pm	
Collection Time - At The House Friday	3pm - 3.15pm	
Collection Time - By Car Monday - Friday	7.40am - 9am	
Drop Off Time - By Car Monday - Thursday	4.30pm - 5.30pm	
Drop Off Time - By Car Friday	3.30pm - 3.45pm	
Additional Charges		
Drop Off Time - At The House Monday - Friday	7am - 9am	£10.00
Collection Time - At The House Monday - Thursday	5pm - 6pm	£5.00
	6pm - 7pm	£10.00
	After 7pm	Standard Evening Care Charge

5.(b) Collection and Drop-Off by Car

- The service involves the collection and/or drop-off of your dog from/to a specified location by car.
- Collection times are 7.40-9.30am and drop off times 4.30-5.30pm (Monday – Thursday)
- 7.40-9.30am -3-4pm (Friday's)
- All bookings for dog collection and drop-off must be made in advance.
- Bookings may be subject to availability, and the provider reserves the right to decline a booking for any reason.
- Collection and drop-off services are available only within specific geographical locations. Please confirm if your area is covered at the time of booking.
- Additional charges may apply if the service area is outside of the provider's regular coverage zone.

- The pricing for dog collection and drop-off is based on distance, duration, and any additional services required (e.g., extra stops, emergency requests). To determine distance, it is not concluded by radius but determined by google maps which calculates the actual distance based on the roads, traffic, and routes available. These services take into account the specific path you'd travel along a road or highway, which might curve or be indirect, unlike the direct "as-the-crow-flies" distance.

Area 1 - Within 2.5 miles of TW2 7PU - £5 each way

Area 2 - Between 2.5 – 5 miles of TW2 7PU - £10 each way

Area 3 - Over 5 miles – To be discussed and agreed on an individual basis.

- The client must ensure the dog is ready for collection at the agreed time and location. If there are any specific requirements (e.g., crate, lead, harness), these must be communicated ahead of time.
- The client is responsible for ensuring that the dog is healthy, up to date with vaccinations, and does not pose a risk to the driver, other dogs, or people.
- The provider must be informed of any medical conditions, behavioural issues, or special care instructions related to the dog before transportation.
- Provide a set of keys to enable the dog to be collected and dropped off if owner isn't present.
- All dogs must be secured during transport for their safety. The provider may use a crate, seatbelt harness, or other approved methods.
- The provider is not responsible for injuries or damage resulting from the dog not being properly secured or behaving unpredictably during the journey.
- The driver reserves the right to refuse to transport a dog if it is deemed to be too aggressive or if the dog's safety cannot be ensured.
- The provider will make reasonable efforts to ensure timely collection and delivery. However, the provider is not responsible for delays caused by factors beyond their control, including but not limited to traffic, weather conditions, or unforeseen circumstances.
- In the event of an emergency or extreme weather conditions, the provider may contact you to reschedule or offer an alternative solution.
- The provider carries liability insurance for transporting pets, but the client is advised to check whether their own pet insurance covers travel or transportation.

- The provider is not liable for any damages or injuries resulting from pre-existing medical conditions of the dog or from any actions by the dog during transport.
- The provider will require valid contact information from the client (including phone number, email address, and emergency contact) to facilitate smooth communication before and during the service.
- Any changes to the contact details must be communicated immediately to avoid confusion or delays.
- Any personal information shared for the purpose of booking the service will be handled in accordance with the provider's privacy policy and applicable data protection laws.
- Client information will be kept confidential and only used for the purpose of delivering the service.

6. Behaviour and Safety

- Our staff will supervise all dogs at all times. However, we cannot guarantee the behaviour of dogs.
- We reserve the right to remove a dog from daycare if it exhibits dangerous or aggressive behaviour toward staff, other dogs, or guests.
- Owners must inform us of any behavioural concerns or triggers their dog may have.

7. Health Emergencies

- In the event of an emergency, we will make every reasonable effort to contact you. If we cannot reach you, we will contact your designated emergency contact and/or seek veterinary care at your expense.
- You authorise us to seek veterinary care for your dog in case of emergency.

8. Liability Waiver

- By using our services, you agree to release Mr Darcy's Doggy Day Care and its employees from any liability for injury, illness, loss, or damage to your dog while in our care, except in cases of gross negligence or intentional misconduct.

9. Insurance

- We carry public liability insurance, but it does not cover injury or illness to your dog. We strongly recommend you maintain pet insurance.

10. Payment Terms

As a small, licensed doggy day care business the number of dogs we can look after and walk is limited. If your dog does not attend their allocated days for daycare or walks for any reason – (this includes, holidays, illness, spay, neutering and bank holidays including Christmas and New Year) a payment will still be requested in full for the days and sessions they have missed.

If we have availability, we are happy for your dog to attend another day in the week they have missed to make up for it.

We are open year-round, 52 weeks a year.

There is a surplus payable for 24/25/26/31 December and 1st January.

- Regular Daycare services are invoiced at a rate from £40 per day on weekdays and from £50 on weekends and Bank Holidays.
- Ad hoc daycare services are invoiced at a rate from £45 per day on weekdays and from £55 on weekend and Bank Holidays.
- Group walking sessions are invoiced from £15 on weekday's and from £25 per sessions on weekends and Bank Holidays.
- Solo walking sessions are invoiced from £25 on weekday's and from £35 per on weekends and Bank Holidays.
- Additional fees will apply for services such as grooming, extended playtime, or medication administration.
- Payment for regular day care will be invoiced at the end of each week or your last session in that week.
- Payment terms for regular day care is due within 2 days of the invoice being sent. (Unless individual terms agreed in advance)
- Payment for ad hoc day care is required at time of booking unless a regular day care customer.
- Payment for boarding bookings, a deposit of 50% must be paid at the time of booking to secure your reservation.
- The remaining 50% of the fee needs to be paid 14 days before the booking is due to take place.
- In case you need to cancel your booking, if the cancellation is made with 30 days or more notice, there is no charge, and your deposit will be refunded.
- However, if you give less than 30 days' notice but more than 7 days' notice, you will be charged 50% of the fee to cover administrative and management costs, as well as to cover the loss of business.

- If you provide less than 7 days' notice, 100% of the fee will be charged on the same basis.
- Your booking is not secure until your deposit is received which needs to be paid within 7 days of the estimate provided.

11. Food and Medication

- If your dog requires food or medication, you must provide clear instructions and enough supplies for the duration of the stay.
- We will follow the instructions for feeding or medication but are not responsible for missed doses or changes in behaviour due to dietary changes or missed medication.

12. Personal Items

- We ask that you do not send your dog with personal belongings unless necessary (e.g., medications, special toys).
- We are not responsible for lost or damaged items.

13. Photographs and Media

- We may take photographs or videos of your dog during their stay, which may be used on our website, social media, or marketing materials. If you do not wish for your dog to be photographed or filmed, please inform us upon arrival.

14. Termination of Services

- We reserve the right to terminate daycare services at any time if your dog's behaviour, health, or other issues create a risk to the safety or well-being of other dogs or staff.
- Please provide us with a minimum 14 days' notice if you wish to withdraw your dog from daycare. Payment will be required up to and including their last day with us. If you choose to withdraw your dog before the notice period is up or your dog is terminated from day care, payment will still need to be made.

15. Amendments to Terms and Conditions

- We reserve the right to update or amend these Terms and Conditions at any time. Any changes will be communicated to you via email or posted on our website.

By ticking the box below, you acknowledge that you have read, understood, and agree to these Terms and Conditions above.