



Oaksedge Farm Dog Hotel Customer Contract

*Dog's name

*Owner's name

1. All dogs must bring their up to date vaccine card with them for their holiday every time they come to stay. This is a legal requirement. They must be vaccinated no less than 14 days before their holiday, we cannot take dogs who have been vaccinated within this time as they may have a reaction to the vaccine and some vaccines are live so they could infect other dogs.
2. All dogs must be up to date with their flea and worming treatments, Oaksedge Farm treats the rooms and blankets but it is the owner's duty to treat their dogs to stop the spread from dog to dog. If fleas are found on a dog, Oaksedge will treat it with a veterinary flea treatment and the cost will be paid for by the owner. Ideally treat your dog one week before boarding. You must let us know when and what your dog(s) was last treated for and with on the guest information form.
3. Owners will supply enough food for their dog's holiday and a few days extra in case they are delayed on return from their holiday. Oaksedge will follow feeding instructions given to them by the dog's owners. If the dogs are sent to board with junk food, Oaksedge will ask if they can change the dogs on to a better-quality food for the dogs benefit. The best foods as with humans are non-processed such as a balanced diet raw or fresh cooked food consisting of meat and veg. The client agrees that if insufficient food or other supplies are provided to cover their pet's stay, the cost of purchasing additional items will be payable on collection of their dog(s).
4. The client agrees to provide and disclose full and honest information to Oaksedge Farm about their dog(s) in the guest information form. Behaviors which may negatively impact myself Abigail Wagstaff, my other boarding dogs, my staff and family, my home or my neighbours will not be accepted. These include but are not limited to, excessive barking or anti-social behavior, aggression towards any humans or animals, toileting in the home, separation anxiety, howling, barking, destructive behavior, straying and phobias.

5. The client will inform their veterinarian that Oaksedge Farm will be caring for their dog(s) while they are away (or at work) and if possible, arrange for card details to be held, so that emergency payments can be made. Any veterinary fees that are incurred for your pets and have been paid by Oaksedge Farm, must be reimbursed immediately on your return. Your dog(s) medical history and treatment must be made available in the event of illness or injury. If your dog shows signs of disease or illness s/he will be isolated from the other dogs until I have advice from the vet. Following infectious disease, I will undergo a quarantine period before boarding again. I will inform my licensing team of any death in the premises and arrangements for your dog's body to be stored at the vets until you return. The client is responsible for all vets bills. If a dog was to escape, the local warden would be contacted immediately alongside the owners.

6. If your dog is on medication please make sure you bring extra in case you are delayed on return from holiday. If your dog has recently been on medication you must inform the hotel what it was and what it was for.

7. The emergency contact will be asked to take over care for the dog(s) in the event of an emergency, be it an evacuation at Oaksedge Farm in the event of a fire or such like, or if your dog displayed behaviour which meant they can no longer be cared for. These behaviours can be, but are not limited to, aggression, separation anxiety, anti-social behavior, toileting or destructive behavior in my home or their room or illness isolation. Refunds will not be given under these circumstances. Please seek permission for your emergency contact to be nominated. The client agrees that if their pet attacks another animal or person, including any representative of Oaksedge Farm, and this results in injury to that animal or person, they will be responsible for any expense incurred as a result. This includes payment of veterinary fees incurred as a result of injuries to another animal caused by their dog. The dog will be removed with immediate effect and placed with the emergency contact and no refund will be due.

8. When filling in the guest information form, clients must disclose any recent illness or past illness their dog(s) have suffered from. You agree you will be handing over your dog(s) to Oaksedge Farm in good health. Any current illnesses or ailments will be disclosed and any medication for such ailments will be supplied and detailed on the Medication Permission form. If any illness appears or has not been disclosed upon drop off and appears to be or is diagnosed as contagious, the emergency contact will be asked to collect the dog with immediate effect. No refund will be given in this circumstance. A dog can only be returned to Oaksedge Farm for the remainder of the booking if their vet has deemed any illness as no threat to myself or other dogs. This must be in writing from your vet on their letterhead and signed. The client must ensure that Oaksedge Farm are informed of any changes to the dog's health, routine or care. This can be done by the client in writing to Oaksedge Farm

9. Oaksedge Farm reserves the right to take any dog to their vet if they are concerned about a dog's wellbeing. If a customer does not want their dog to go to the vets Oaksedge has the right to override this as it is against the dog's best interest and against the animal welfare law and our duty of care. It would be a breach of our license and insurance would be invalid. Oaksedge will use their own vets unless it is really necessary to go to the dog's own vets.

10. The dog owner gives instruction for the vet or the dog's current vet to disclose all veterinary history past and current about their dog to Abigail Wagstaff Elliott when requested. They also give permission for the information to be disclosed to our vets. All vet's fees will be paid for by owners unless they are caused as a result of negligence by the hotel.

11. In home boarding the client agrees that their dog(s) will come into contact with other dogs, both in and outside of Oaksedge Farms premises. By signing these terms and conditions you are agreeing to your dog(s) sharing supervised socialisation times with dogs from other households. You are also consenting to your own dogs sharing unsupervised time during the day and at night with each other. If this is something you are oppose to, please state in the client details form.

12. Any dog who is not collected within two days of the agreed collection date, and where there has been no contact from the client or their emergency contact will be assumed abandoned and any necessary provisions made.

13. Oaksedge Farm will carry out all agreed services in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client waives and relinquishes any and all claims against Oaksedge Farm except those arising from gross negligence or misconduct on the part of Oaksedge Farm

14. 50% deposit due on booking non refundable but can be used in credit with 28 days notice or in the case of illness. Full payment must be made on check in.

The client authorises the signed contract to be valid approval for future services, therefore allowing Oaksedge Farm to accept future bookings without additional signed contracts or authorisation. By signing below, The owners is promising to read these terms and conditions in their entirety. Oaksedge Farm will keep all document relating to the dogs for a minimum of 3 years it will only be shared with vets or licencing.

* Owner Print Name

* Owner Signed

* Date