

WAGGY'S BOARDING AND DAYCARE

TERMS AND CONDITIONS

Please read carefully: by boarding your dog/s with us, you agree to adhere to all the below Terms and Conditions fully.

Company information

Trading Name: Waggy's

Official name: Waggys Boarding and Day Care LTD

Address: Haydn, Bourn Bridge, Newmarket Road, Great Abington, Cambridge, CB21 6AN

Website: www.waggysdc.com

Email: info@waggysdc.com

Phone: 07858176330

Opening Hours: 7am (8am at weekends) – 1pm, 3 pm (4pm at weekends) – 7 pm.
We are open to the public every day of the year, excluding Good Friday, Easter Sunday, Easter Monday, Christmas Day, Boxing Day and New Year's Day.

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Classification of Days

Boarding



A complete **boarding day runs from 10 am – 10 am the following day**. Boarding dogs can be dropped from between **10 am – 1 pm** or **3 pm (4pm at weekends) – 7 pm**, while **pick-up** is between **8 am – 10 am**. Any dog being picked up **after 10 am** on the last day of their booking will be charged an additional night's stay.

Doggy Daycare

A complete **doggy daycare day is from 7 am – 7 pm the same day (from 8 am on weekends)**. Daycare dogs can be **dropped off** from between **7 am – 1 pm (from 8 am on weekends)**, while **pick up** is between **3 pm (4pm at weekends) – 7 pm**. Any dog(s) that hasn't been picked up by **7 pm** will not be able to be collected until the following morning. Instead, they will be housed in our boarding facility and charged a half day of the appropriate boarding rate.

A half **doggy daycare day is from 7 am – 1 pm the same day (from 8 am on weekends)**. Both **drop off** and **pick up** need to be between **7am – 1pm (from 8 am on weekends)**. Any dog(s) that hasn't been picked up by 1pm will not be able to be collected until 3pm when we reopen to the public, and will be charged a full day rate.

Pre-arranged out-of-hours drop-offs cost extra – please see our 'Pricing' section.

Mixing of Dogs

What is a 'sociable' dog?

At Waggy's we only accept 'sociable dogs', which we define as being 'generally content in other dogs' company'. This can range from those dogs that play with others all day to those that are just happy pottering around the sidelines by themselves. For us, 'unsociable' dogs are those that are reactive to other dogs, and have the potential to cause a serious injury.

All dogs are taken on a case by case basis, and may be subject to trial days to establish their sociability. A dog's status as 'sociable' is an ongoing process and Waggy's reserve the right to withdraw this at any time, including during a stay.

In being allowed to book with Waggy's, you consent for us to responsibly mix your dogs with both boarding and daycare dogs from other households in our



socialisation areas. Dogs from other households will never be mixed in kennels, garden runs or any other confined or unsupervised spaces.

How long will my dog be socialised for?

There is no definitive answer to this, as a dog's socialisation time can vary according to weather, age, breed, mood, and size of dog. However, we commit to socialise all sociable dogs for at least 5 hours a day minimum.

Pricing

A 'Standard' dog

The below rates are applicable to every dog that is defined as a 'standard dog'. A 'standard dog' is a dog that is sociable (Please see the 'Mixing of dogs' section above for our definition of 'sociable') and doesn't need any extra care and attention of any form e.g. the application/issue of medicine or excessive cleaning of a kennel.

Waggy's reserves the right to charge extra for those dogs that are deemed to need extra care and attention.

Standard boarding rates

Number of dogs	Kennel Size	Price per day
1 dog	Standard	£35*
	Family	£45*
2 dogs	Standard	£45*
	Family	£55*
3 dogs	Standard	£55*
	Family	£65*
4 dogs	Standard	£60*
	Family	£75*

*Boarding bookings of 1 or 2 days are subject to an extra £2.50 surcharge per day.

Standard daycare rates

Days booked for one calendar week	Price per dog per day
½ day	£25



2 + ½ days	£20
1 day	£35
2 + days	£30
Each additional dog in the same kennel will cost £10 per day	

Miscellaneous Charges: Bank Holidays

We charge double rates on bank holidays that fall outside of Easter and New Year.

Miscellaneous Charges: Easter and Christmas

We charge double rates on the following days: Christmas Eve, Christmas Day, Boxing Day, New Year's Eve, New Year's Day, Good Friday, Easter Saturday, Easter Sunday and Easter Monday.

Miscellaneous Charges: Out-Of-Hours Drop-Off and Pick-Up

For boarding and daycare dogs, we charge an out-of-hour drop-off £5 per hour per dog counted backwards from the earliest drop-off time. For example, a single boarding dog being dropped off at 8am on the day their booking is due to start (2 hours before the earliest possible check-in at 10am) will be charged £10. The earliest drop off possible is 6am for both boarding and daycare.

All out-of-hours drop-offs must be pre-arranged. Please note that bank holidays are charged at £10 per hour. We do not offer late pick ups (past 7pm) and can only offer a night's stay as an alternative.

Miscellaneous Charges: Removing/Changing Days Admin Fee

There are extra charges for removal of and changes to bookings. Please see the section entitled 'Removing/changing days' for more information.



Miscellaneous Charges: Medication/Excessive Soiling Fees/Food Separation

There are extra charges for dogs who require the application/issue of medicine, soil excessively in their kennels, or groups of dogs that require feeding separation. Please see the sections entitled 'Medicine', 'Excessive soiling', and 'Food Separation' for more information.

Miscellaneous Charges: Peak Period Pricing

Any boarding bookings during the period between the 23rd of December - 2nd January must be a minimum of five days.

Any boarding bookings during school half terms, the school Easter break, and the entire months of July and August must be a minimum of three days.

During times of peak demand, we charge an extra 5% on bookings. This is not applicable to short stays or on bank holidays. Please see our website's 'prices' sections for up-to-date seasonal dates – BOARDING/DAYCARE PRICES < PEAK TIMES.

Deposits/Payments

Boarding

For all boarding bookings totaling 3 days or less, whether consecutively or cumulatively, we require the **full payment**.

For bookings totaling 3 days or more, whether consecutively or cumulatively, we will require a deposit of whichever is greater: the sum of 3 days or 50% of the booking total. **All deposits and payments are non-refundable and non-transferable.**

Payments and deposits are to be paid within 24 hours of receiving an invoice, which fully confirms your booking, or that booking will be cancelled. Please see the 'Booking' section for more information.

Daycare



For all daycare bookings we require a **100% payment**. Payments are to be paid within 24 hours of receiving an invoice, which fully confirms your booking, or that booking will be cancelled. Please see the 'Booking' section for more information.

Cancellations/Refunds

Boarding

Cancellations of entire bookings made 7 or more days before the first day of the scheduled booking will not be expected to pay the outstanding balance.

Cancellations of entire bookings made less than 7 days before the first day of the scheduled booking will be expected to pay the outstanding balance. This is due to potential business lost as a result of holding your booking.

Please note that we do not give credit for early returns, you will be charged for the period originally booked.

Daycare

Credit is provided to your account when a cancellation has been made more than 7 days before your booking. This credit can only be used for daycare, not boarding. Cancellations made less than 7 days before the booking will not be eligible for credit.

Removing/Changing Days

Boarding

Any deposit/full payments made towards days you wish to remove or change are non-refundable and non-transferable. In addition to this, a £5 admin fee will be charged for each day that is cancelled/changed from the original booking, whether consecutive days or not.

Please note that the removal of one-day bookings is classed as a cancellation and will be treated as such.

Please also note that days can only be changed more than 7 days before the



scheduled start of the booking, and only if we have the space available. You will be liable to pay the full amount of any days you wish to remove.

Daycare

Daycare days can be moved to another day in the same calendar week as long as we have space. We do not permit daycare days to be moved to another calendar week.

Adding Days

Boarding

Additional boarding days, if added after the initial deposit/payment has been received, will incur an added surcharge of £2.50, For example, if you had a 4 day booking for one dog and wanted to add an extra day on the end, it would be charged at £37.50. However, if there are more than 3 days added, the price would drop to £35 a night.

Daycare

Additional Daycare days, if added after the initial deposit/payment has been received, will be charged at full price, regardless of whether they have another day or more already booked in that calendar week. For example, if you have one dog already coming in for 2 daycare days in a week, and then wanted to add one extra day at the end of the same week, it would be charged at £35 with no discount applied.

Booking



Every new customer will be asked to complete a 'New customer form': when doing this, we ask our customers to enter in their dog's information and to be as detailed as possible when giving answers. While every effort will be taken to check the information supplied, no responsibility can be taken for incidents caused by a lack of, or false, information supplied by you during the booking process, notably the behaviour of your dog towards other dogs as we only accept sociable dogs (please see the 'Mixing dogs' section above for more information on our definition of 'sociable').

In such incidents, the customer accepts liability for any danger caused and payments that need to be made as a result of damage caused. Waggy's reserves the right to refuse admittance to a customer who has provided false or inadequate information when booking or failed to inform us of any changes to their dogs circumstances.

Returning customers do not have to fill out a 'New customer form' but should email requested dates to info@waggysdc.com and then await an invoice requesting a deposit, which means that your booking has been provisionally confirmed. Customers then have 24 hours to pay the deposit before the provisional booking is then cancelled.

After payment or deposit has been made, you will receive a receipt which is confirmation that your booking is now fully confirmed.

Trial day

As we only take 'sociable' dogs, it may be the case that we request a trial day at Waggy's for your dog to deem it sociable or unsociable. Trial days are charged at the same rate as a normal day and subject to the same terms and conditions (please see the 'Mixing dogs' section above for more information on our definition of 'sociable').

Boarding

We take boarding bookings up to one calendar year in advance. For example, in 2023 we would be able to take bookings up until or that start in 2024. Bookings are only confirmed once a deposit/payment has been received.

Daycare



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On the 1st of any given month, you are able to make daycare bookings until the end of the following month . For example, on the 1st September, you would be able to book the whole of October, but would have to wait until 1st October to then book for November.

If you wish to have a recurring booking, the onus is on you to email us and book in on the 1st of each month to guarantee your booking has been made. Bookings are only confirmed once a deposit/payment has been received.

Dog Behaviour

Our understanding of your dog's behaviour and temperament begins with you, the owner. It is your responsibility to answer all pre-booking enquiries about your dog's behaviour and temperament honestly and truthfully. Failure to do so could lead to staff and other dogs being put in danger. Waggy's reserves the right to refuse admittance to a customer who has provided false or inadequate information when booking or failed to inform us of any changes to their dog's circumstances.

Once in our care, we adopt a policy continually assessing every dog's behaviour. We reserve the right to separate and isolate your dog should it become aggressive and a threat to staff/other dogs in our care. In the case of same-household dogs being aggressive towards one another, we will separate the dogs and the customer shall be charged for an extra kennel.

In extreme cases, we reserve the right to contact you to come and collect your dog if we feel it is unsafe to other dogs and staff. In such a case, a dog will not be eligible to return to our kennels.

Food

Unless you state otherwise during the booking process, by booking with us you give consent to give your dog any food and treats that we deem appropriate and safe. The most notable of which will be JamesWellBeloved dry food, peanut butter (not containing Xylitol) and standard cocktail sausages.



If a dog requires a specific diet such as grain free kibble or wet food which hasn't been provided by the owner, we will purchase this and add it to the booking as an extra charge.

Belongings

We encourage owners to bring their own bedding, toys and food to ensure maximum comfort and consistency for your dog while it is away from home. However, while we will try our best to keep them in the condition in which they arrived, no guarantees can be made that they will be returned in said condition at the end of your dog's stay. We are not responsible for the loss or damage of any belongings.

Inoculations, Worming & Flea Treatment

All dogs' vaccinations must be up to date before arrival. We require you to either email a photo of your up-to-date vaccination card to us directly, or to bring it with you when you arrive. Any pet that does not have an up-to-date vaccination certificate will not be accepted for the stay booked. However, you will lose the deposit paid and will be charged the remaining amount on the bill.

Dogs must be fully inoculated against: Distemper, Hepatitis, Leptospirosis, Adenovirus, Parvovirus and Parainfluenza and must have had their booster injection within the previous twelve months.

Kennel cough will be obligatory for entry from 01.09.24. Though not mandatory up until that point, we do recommend your dog having it as we take no responsibility for contracted kennel cough while your dog is in our care. As kennel cough is a live vaccine, we are unable to take dogs who have had the vaccination until 5 days have passed.

It is the responsibility of the owner to flea-treat and worm before arrival. If fleas are found on your dog, we will only be able to comb the fleas out and treat them with a flea bath (charge added to bill at groomers rate). We will not apply any treatments



that have not been provided by the owner or a vet, due to the risk of allergic reaction in some dogs.

Medication

We charge £1 a day per application/issue of an individual item of medication (creams, pills, liquid etc). For example, a dog on two different kinds of medication, required AM and PM – will be £4 daily. However, while we will attempt to encourage the taking of medicine via the use of cocktail sausages or dog safe peanut butter, Waggy's takes no responsibility for any dogs who refuse to take their medicine. We do not force feed medicine to dogs. We also do not administer habitual injections to dogs, only those that are required in a case of emergency. Medicines added to pre-portioned food by the owner will not incur a charge.

We ask that clear instructions are given, and medical containers and equipment are marked clearly where necessary.

We reserve the right to refuse admittance to those owners who have not provided us with accurate information of their dog's medical conditions and needs prior to arrival.

Excessive Soiling

Those whose dogs soil excessively in their kennel will be charged £5 per dog, per day for any extra cleaning that is subsequently done.

Food Separation

Groups of 3 or more dogs that require being separated when fed incur a daily charge of £2 per dog needing separation.

Health



A condition of boarding is that, unless fully stated otherwise, your pet is in a fit and healthy condition and has had their relevant vaccinations. If, however, your pet falls ill whilst with us, they will be covered by our insurance up to the policy maximum. Animals are boarded at the sole risk of their owners and whilst every care will be taken, the management cannot be liable for illness, injury, or death of any animal in their care.

Insurance

Your pet is covered by our Pet Insurance whilst in our care up to our policy maximum. If a dog is not in good health upon entering, or there is a recurrence of a known condition, it will not be covered by our insurance and owners will be expected to settle their own accounts in full. Our insurance will only cover veterinary treatment for a condition that has coincidentally occurred at the kennels, and up to a limit of £1500.

Any death, injury or illness caused by any other animal is not covered by Waggy's insurance policy, nor the cost of having the dog put to sleep, cremated, buried, or otherwise disposed of. In agreeing to these terms and conditions via our online registration form (<https://waggysdc.com/waggys-registration-form>), you agree to be liable for the full cost of treatment for your dog for death, injury or illness caused by any other animal, as well as the cost of having the dog put to sleep, cremated, buried, or otherwise disposed of.

If there is any other insurance policy in force under which a claim may be recoverable, it is deemed that the other policy is more specific and that Waggy's policy will only pay the difference in the excesses up to the limit of the benefit stated in the Insurance Schedule under its policy.

To see the full details of our insurance policy, please visit:
<https://www.petplansanctuary.co.uk/assets/pdf/PP-Sanc-20-TCs-7580-18.pdf>
(pages 28 and 29).

General Care



Animals are boarded at the sole risk of their owners and whilst every care will be taken, the Management will not be liable for illness, loss, injury, or the death of any animal in their charge.

Any medical concerns or requirement will see us use our own vets, either Belgrave House in Linton or Village Vets in Whittlesford. They are on call to us 24 hours a day and if your pet becomes unwell, we will consult them, and in turn they will contact your pet's own vets should it be needed. By boarding your animal here at Waggy's you agree that we have access to your pet's medical records and that we can permit treatment on your pet in your absence, with accordance to the advice of the veterinary professional. If the owner is uncontactable in the event of an extreme emergency, we will act in the best interests of your pet, which may mean giving permission for euthanasia or surgery.

There is a surcharge of £20 to take dogs to our registered vets and a surcharge of £50 to take your dog to your registered vets if they are more than a 15-minute drive from Waggy's.

Pick Up & Drop Off Service

This service is charged on a rate per minute basis, with the cost being determined by Whatsapp's live location feature. Our live location is shared with you the minute we leave Waggy's, and is stopped when the vehicle arrives back at Waggy's, thus determining the duration, and consequently the price.

Pick Up & Drop Off Service Pricing

Time Period	Price per minute
7am - 10am	£1.50
10am - 4pm	£1.00
4pm - 6:30pm	£1.50

*The price includes our journey to your home and back. Out of hours pick up/drop offs are currently unavailable.

As our vehicle is a large transit van, it is the customers responsibility to highlight any access issues to their property that we may experience. Customers must be ready and waiting roadside with their dog on a lead. We are unable to enter customer



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properties.

All dogs must be able to go into a crate for transport. It is the customers responsibility to inform us of any behaviours your dog may have in a vehicle, such as travel sickness, extreme anxiety etc in advance. Additional fees may occur if a dog soils their crate or any part of the vehicle.

Non-Collection

If you fail to communicate with us that you are unable to pick up your dog, a charge of £100 per dog per day past the original planned pick up will be added to your booking and must be paid before your dog is collected.

The customer agrees that if their dog is not collected within 14 days of the date on which it is due to leave Waggy's and no communication is received from the owner by the boarding kennels, owner authority is given to rehome the dog at our discretion.

Image Rights & Marketing

Unless you state otherwise during the booking process, by booking with us you give consent to use your dog's image in any of our public domains or practices, including social media and marketing campaigns. We will never publish any of your personal details in any public domain.

By booking with Waggy's you consent to your contact details being used for our own marketing purposes: we will never pass them on to a third party. Please note that you can opt out of this at any time by sending an email to info@waggysdc.com.

Pupdates/Social Media

Unless you state otherwise during the booking process, by booking with us you give consent to use your dog's image on our daily pupdates, including Instagram & Facebook.



We cannot guarantee your dog will be on social media everyday. If you do not consent for us to use your dog's image on social media, we will likely not be able to socialise them.

Dogs in Season

When booking, it is the responsibility of the owner to indicate if their dog could be in season, or near to being in season, during their stay. Should it then be definitive that a dog will be in any period of their heat cycle during their stay, Waggy's should be informed before check in. This will mean that your dog may not be able to be socialised, and if they are socialised at all, it will only be done so with other bitches.

Please note that no refunds are made on cancellations due to a dog in season.

In cases where an entire male is rooming with a dog in season, your dogs will be separated and you will be charged for an additional kennel for the remaining duration of their stay. We are not responsible for any conception that may occur during their stay.

Inside of a Kennel

A standard kennel is normally equipped with a vetbed, bowl of water and stimulating toy (Kong or LickiMat). It is the responsibility of the owner to make us aware of any issues with these items, and to ask us to remove them upon booking.

Baths, Brushing & Nails

Pricing

Bath & Brush Rates

Dog Size/Coat Length	Price	Example Breed
Small, Short-haired	£15	Chihuahua



Small, Long-haired	£20	Pomeranian
Medium, Short-haired	£20	Beagle
Medium, Long-haired	£25	Cocker Spaniel
Large, Short-haired	£30	Dalmatian
Large, Long-haired	£40	Golden Retriever

*At this time, we do not offer a bath & brush service for giant breed dogs such as Great Dane's and Saint Bernard's.

*Daycare customers can receive 1/3 off Bathing & Brushing when booked in on the same day their dog is at Daycare.

Nail Trimming Rates

Dog Size	Price	Example Breed
Small	£8	Chihuahua
Medium	£10	Beagle
Large	£12	Dalmatian
Giant	£14	Saint Bernard

Our bath and brush service consists of an initial brush out, bath, blow dry and secondary brush out: we do not define it as a groom as no scissor-work will be carried out. Consequently, an attempt to brush out any matts present will be made, however, will not be cut out unless approved by the owner.

It is up to the client to inform us of any behaviours, matts, coat issues, allergies or skin conditions that may affect the service.

If we are unable to complete the service due to a dog's behaviour (stress or aggression etc), a refund will not be issued.

Visiting Waggy's

If you would like to come and see our facilities (and **where your pup will be staying**), we offer guided visits by appointment only. These are available at **10.30 am Monday - Sunday** on a first come first served basis, and must be booked prior to you visiting.



If you need to cancel your appointment, please give us at least 24 hours notice. Failure to do so will incur a £10 charge if you then wish to book another appointment later on. Please be aware, we are unable to have children under the age of 16 on site.

You are welcome to bring your pup along to the visit, as long as you bring evidence of their **vaccinations** with you.

