

Terms & Conditions



Dog Home Boarding Agreement

1. I authorize **Champs Away Dog Services** to obtain any emergency veterinary care that may be necessary during the time spent with my dog. Every effort will be made to contact the owner before seeking emergency care. I accept full responsibility for any charges that may arise for emergency care. If my veterinarian cannot be reached I give my permission for **Champs Away Dog Services** to use a substitute veterinarian.
2. I agree to reimburse **Champs Away Dog Services** for any added costs that may have occurred when providing emergency care to my dog. I am mindful that I will also be expected to cover any other expenses including extra visits, transportation, food, or supplies. I understand I will be provided with receipts as evidence of these expenses.
3. If my dog injures the dog sitter caring for them or any other person during their Home Boarding assignment, I understand I will be solely responsible for any medical expenses and damages. I agree to hold harmless to **Champs Away Dog Services** in the event of a claim by any third party injured by my pet. I accept full liability for any loss or damage caused by my dog during the home boarding assignment.
4. I agree to notify **Champs Away Dog Service** of any concerns/complaints within 24 hours of the Home Boarding assignment ending and expect a response within 48 hours.
5. I understand any misleading or false information that may result in the safety of your dog or the dog sitter, may result in the termination of the home boarding agreement, immediately.

6. I agree to pay for 1 overnight stay before the home boarding assignment, so my dog feels safe and secure with **Champs Away Dog Services**

7. I understand I must state if my dog shows any kind of aggression and disclose if they have any characteristic problems or tendencies that may interfere with caring for them so that the dog sitter can assess if caring for my dog may be unsafe. **Champs Away Dog Services** must decline to care for dogs that imperil their safety or the safety of others.

Champs Away -Responsibilities

8. **Champs Away Dog Services** agrees to provide the services stated in this agreement in a reliable, kind, and trustworthy manner. The client waives any claims made against **Champs Away Dogs Services** and its employees during the Home Boarding assignment except for incidences resulting from the negligence of the Dog Sitter. In this instance **Champs Away Dog Services** must be notified straight away

9. **Champs Away Dog Services** will abide by the Pet Industry standards and the regulations of the Animal Welfare Act 2006 at all times to ensure your dog is looked after to the highest possible standards.

10. **Champs Away Dog Services** will not let any dog off his/her lead unless the owner has given written consent in the introduction forms.

11. If unforeseen circumstances occur when **Champs Away Dog Services** cannot attend to your dogs needs due to illness etc, you will be notified straight away and another dog sitter/ home boarder will be assigned with your permission.

12. **Champs Away Dog Services** will not be held responsible for any damage sustained by a dog becoming loose and escaping due to a faulty lead/collar or a collar that is not suitably fitted.

13. This agreement is valid for the assignment only. A new one must be signed for each assignment. **Champs Away Dog Services** reserves the right to terminate this agreement at any time, at its sole discretion. The client also has the right to cancel this agreement at any time as long as one month's notice is given before the Home Boarding Assignment starts.

14. The client will inform their vet before leaving of their absence and give details of the assigned dog sitter.

15. **Champs Away Dog Services** agrees to love and care for your dog whilst you are away.

Emergency care

16. In the unexpected case of an emergency, **Champs Away Dog Services** will contact the owner using the phone numbers detailed in the introduction forms. The owner will then instruct the pet sitter on their next actions. If for whatever reason **Champs Away Dog Services** cannot make contact with the owner, the emergency number stated on the introduction forms will then be called.

If contact cannot be made, **Champs Away Dog Services** will then be authorized to transport the dog{s} to their requested veterinarian practice and seek emergency medical care. All costs will be covered by the dog {s} owner.

If **Champs Away Dog Services**, property becomes uninhabitable, all dog's who reside within a 5 mile radius of our property will be returned home.

Owners will be contacted and basic care will be maintained until a suitable contact is able to take over care or owners return.

For any dog who lives over 5 miles away from our property, they will be kept and housed with resident dogs (separated as appropriate) in emergency accommodation. This may be in kennels, another home boarding or clients home.

Owners will be notified and the dog will remain under our care until a suitable contact is able to take over or owner has returned.

17.- **Vaccinations & Treatments**

All basic vaccinations are required by licence for home boarding. No homeopathic vaccination will be acceptable. All vaccinations must be completed 2 weeks before care commences. Unless vaccination directly contradicts the individual dog's welfare needs – a signed disclaimer is needed in this case signed by both the dog's owner and their veterinarian.

A titre testing certificate with a letter from a vet will be allowed.

We do not require dogs to be vaccinated for kennel cough. We ensure that all owners are educated to an acceptable level and understand the risks to their own dog if not vaccinated.

All dogs will be required to be kept up to date with flea, tick and worm treatments. If a dog is suspected to have any parasites, the owners will be contacted immediately, and the dogs treated appropriately. Costs will be reimbursed by the owners to **Champs Away Dog Services**

If a dog falls ill, the dog will be separated into isolation, and owner/vet will be contacted as soon as possible.

18. Any extra supplies that are needed during the Home Boarding assignment will be the responsibility of the client and **Champs Away Dog Services** should be reimbursed along with compensation for extra working time.

19. To secure a slot in the diary it will be a deposit of 50% of the total stay price, this is non refundable if you cancel.

Cancellation Policy

20. One month's notice must be given for any Home Boarding Assignment to be cancelled. Anything less will require full payment to **Champs Away Dog Services** this is so the slot can be filled.

21. Drop off 2.30pm and pick up is 10.30am.

In the event of an early pickup, full payment must still be paid regardless of any early return home by the clients. This is to cover the slot booked.

Payment

22. Invoices will be sent out one month before the agreed assignment and must be paid in full within 7 days to **Champs Away Dog Services** This can be done by bank transfer or cash can be dropped off one month before the agreed date.

Referral scheme

23 If you refer a friend you both get 10% off your next booking, just be sure to let us know when you do refer someone. Only one referral per assignment.

24. I also do a additional dog discount from the same household.

Pet Boarding Charges 2024

Please find our prices for standard Home Boarding charges.
Get in touch for bespoke.

Details	Price	Additional dog from the same household
Overnight Stay	£30.00	Second Dog £15.00 Third Dog £10.00

Some suggestions before you leave

- 1 . Make sure your contact details are correct and up to date before you leave
2. Please stock up and bring any supplies you wish for your dog before you leave including, food, medication, toys, blankets, treats, grooming equipment and anything that is personal to them.
3. Relax and enjoy your time away, your dog is in safe loving hands and will be well looked after.

*Client name: _____

*Date: _____

*Your signature: _____

Champs Away Dog Services

Home Boarder: _____

Date: _____

Signature: _____