



Pawsitive Terms & Conditions



Welcome to Pawsitive Retreat! All bookings—whether confirmed or pending—are subject to our Terms and Conditions. By submitting a Booking Form, you indicate your acceptance of these terms and agree to use our services in accordance with them. This document sets out the agreement between you, the owner, and Pawsitive Retreat.

Your Booking

1. Confirmation: Bookings are only confirmed upon the submission of a completed Booking Form. Until we receive this form, your booking is not secure.
2. Payment: Upon confirmation, payment is due within 24 hours of your dog's stay. Invoices will be emailed to your preferred address and a hard copy will be provided at pick-up.
3. Cancellation Policy: Should you need to cancel your booking:
 - Cancellations made less than 48 hours before the scheduled date require full payment of the booking fee.
 - Cancellations made between 48 hours and 5 days before the booking will incur a 50% fee of the total booking amount.
4. Provisional Bookings: Provisional bookings are not accepted. We cannot hold any bookings open for longer than ten days without contact from you.
5. Health Requirements: All dogs must be up to date with vaccinations, worming, and flea/tick treatments. You must provide the vaccination booklet at the start of each board.
6. Meet and Greet: A pre-visit appointment with your dog is required before the stay. This ensures both you and your dog are comfortable with our environment.
7. Emergency Cancellations: In the event of an emergency that prevents us from proceeding with the board, we reserve the right to cancel the booking without any liability.
8. Early Pick-Up: If you collect your dog before the confirmed end date, the original rate agreed upon will still apply.
9. Legal Agreement: By completing the Booking Form, you are confirming your booking and entering into a legal contract with Pawsitive Retreat, subject to these Terms and Conditions.

Your Dog Details

1. Accurate Information: You agree to provide complete, honest, and detailed information about your dog(s) in the Pawsitive Profile Form. You must keep us informed of any changes. Failure to disclose any relevant details may result in cancellation of your booking.
2. Aggression Policy: We cannot accept dogs that exhibit aggression towards other dogs or people.

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3. Unspayed Females: We accept bookings for unspayed females, but if your dog is due in season during her stay, you must inform us. While we will take precautions, we cannot be held responsible for any accidents or unwanted pregnancies.
4. Behavioural Agreement**: If your dog shows aggressive tendencies towards any staff or other dogs, they may be placed in a dog boarding kennel at your expense until your return. You will still be responsible for the agreed boarding fees.
5. Disclosure of Dangers: You must disclose any known dangers associated with your dog.
6. Off-Leash Exercise: If you prefer your dog to be exercised off lead, please indicate this on the Booking Form. By doing so, you accept responsibility for any related issues.
7. Care Commitment: Pawsitive Retreat will care for your dog as you would.
8. Honesty About Behaviour: We expect total honesty regarding your dog's behaviour prior to their stay. A trial visit is essential (minimum of two days or one overnight) at the standard rate.
9. Legal Ownership: You confirm that you are the legal owner of your dog.
10. Health Confirmation: Your dog must not have been ill with any contagious disease in the past 30 days and must have received all necessary vaccinations prior to their stay.
11. Liability Waiver: Pawsitive Retreat is not liable for any consequential damages or damages that exceed the replacement value of your dog.

Veterinary Care

1. Emergency Care: If your dog becomes unwell or has an accident during their stay, we will take them to a veterinary surgery. You agree that Pawsitive Retreat, alongside advice from a qualified veterinary surgeon, may make health-related decisions in the best interest of your dog. An emergency contact number must be provided for decision-making on your behalf, and you agree to cover any veterinary fees incurred.
2. Liability for Injuries: You are responsible for any injuries your dog causes to other animals or people.
3. Veterinary Bills: You are responsible for all veterinary bills incurred while your dog is in our care.

Your Dog's Holiday

1. Behavioural Issues: If your dog is found to be destructive, aggressive, or otherwise unmanageable, we may refuse to board your dog for the remainder of their stay. We will contact you or your emergency contact for alternative arrangements.
2. Vaccination Requirement: Dogs must be fully vaccinated before any stay; copies of vaccination records must be supplied.

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3. Flea and Worm Treatment: All dogs must be treated for fleas and worms prior to arrival. Should a flea infestation occur, treatment will be at your expense.
4. Grooming Condition: You must deliver your dog in a clean, groomed condition. If your dog requires regular grooming, please provide the necessary grooming equipment.
5. Supplies for Stay: You are required to supply enough food for the entire duration of your dog's stay, including any treats allowed. You should also provide any necessary medication, toys, bedding, and a lead. If insufficient food is provided, you agree to cover the costs for additional food purchases.
6. Rehoming Policy: If you do not collect your dog within two weeks of the stated return date, and every attempt has been made to contact you without success, your dog may be put up for rehoming.
7. Socialisation Risks: Your dog will socialise with other dogs, and you accept the risks involved.
8. Multiple Dogs: While we typically only board one family's pets at a time, during peak periods we may accept more than one dog. If you wish for your pet to be the only guest alongside the carers' own pets, please contact us in writing.
9. Transportation Risks: You acknowledge the risks associated with transporting your dog and waive any claims against Pawsitive Retreat.

Insurance

1. Coverage: Pawsitive Retreat is covered by business public liability insurance, which includes care, custody, and control liability for animals. However, this insurance does not cover costs incurred due to sickness, accidents, or damage caused to or by any guest dog.
2. Recommended Insurance: It is recommended that clients take out their own veterinary insurance and provide us with the policy details for our records.

Code of Practice

1. Integrity: Pawsitive Retreat operates with integrity, responsibility, and trustworthiness, recognising our duty to clients, their pets, and society.
2. Welfare Priority: The welfare of our clients' dogs is paramount.
3. Supervision: Dogs will not be left unattended except for short periods (2-3 hours) or as agreed with the owners.
4. Care Standards: We provide clean, dry, and warm bedding, an area for dogs to relieve themselves, food, fresh water, and exercise according to owners' requirements while maintaining the dogs' normal routine as much as possible.

By using our services, you confirm your understanding and acceptance of these Terms and Conditions. Thank you for choosing Pawsitive Retreat!

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