



Pawsitive Policy



At Pawsitive Retreat, we are dedicated to providing a safe, fun, and nurturing environment for your pets. This policy outlines the guidelines and procedures for our services to ensure the best experience for both pets and their owners.

Trial Visit Policy

All dogs are required to undergo a trial visit for a few hours, free of charge. This allows both parties to assess whether our services are the right fit for your beloved animal. During this visit, your dog will interact with our staff and other pets, helping us understand their needs and temperament.

Important Policy Statement

Due to licence and insurance purposes, we cannot accept any dog that falls under the Dangerous Dogs Act. Additionally, proof of vaccination is required for all pets, and vaccinations must have been administered at least four weeks prior to using our services. This ensures that all pets are protected and that we maintain a safe environment.

Health and Safety Protocols

If your pet shows signs of being unwell or has any contagious conditions, we will separate your dog into a safe area. We will attempt to contact you to discuss further action. If we cannot reach you, we will take necessary steps to ensure your dog's health and well-being. Pawsitive Retreat has access to a 24/7 veterinary service for emergencies and will notify the licensing board the following day regarding any health incidents.

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We treat all areas with animal-friendly products for your peace of mind. Dogs will only be together with other dogs from different households when supervised by trained staff. We have both indoor and outdoor areas that allow for separation during nap times after walks and if they are boarding with us.

Daily Walks and Exercise

Regular walks are provided four times a day—morning, afternoon, dinner time, and bedtime. Distances will be tailored to your dog's breed and ability, and walks can also be conducted on a one-on-one basis if required.

Insurance Details

Pawsitive Retreat is fully insured, and all insurance documentation can be found on the premises for your review.

booking@pawsitive-retreat.org

www.pawsitive-retreat.org



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Socialisation Consent

Written consent must be provided, indicating your agreement for your dog to mix with other household dogs. If you prefer that your dog not be socialised, a separate area is available, ensuring your dog will still receive one-on-one care and exercise in a different part of the facility.

Pick-Up and Drop-Off Procedures

Pick-up and drop-off will be conducted at the rear of the facility, where it is double-fenced to ensure extra safety for your dog and other dogs enjoying their retreat.

First Aid Training

I am first aid trained for both humans and animals, and certificates can be clearly seen on the premises. We maintain an accident and injuries book, as your animal's safety is paramount to us.

Regulatory Compliance

We follow The Animal Welfare (Licensing of Activities Involving Animals) (Scotland) Regulations 2021: guidance for animal welfare establishments. We are fully licensed with the local government, Fife Council, who inspect our facility yearly. For more information, please visit [Animal Welfare Regulations](<https://www.gov.scot/publications/animal-welfare-licensing-activities-involving-animals-scotland-regulations-2021-guidance-animal-welfare-establishments/pages/8/>).

Booking and Payment

A 50% deposit is required at the time of booking to secure your reservation, with the remaining balance due before your pet's stay.

We accept payments via cash, debit cards, and credit cards.

Cancellation Policy

Cancellations Made 48 Hours in Advance: Full refund of the deposit.

Cancellations Made Less Than 48 Hours in Advance: Forfeiture of the total payment.

No-Show Policy: Failure to show up for a booked service will result in forfeiture of the total payment. No further bookings will be accepted till this is cleared.

Behavioural Guidelines

Pets must be well-socialised and able to interact positively with other animals and people. We reserve the right to refuse service to any pet that exhibits aggressive behaviour towards staff or other pets.



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Changes to Policy

Pawsitive Retreat reserves the right to update or modify this policy at any time. Any changes will be effective immediately upon posting on our website. Your continued use of our services constitutes acceptance of the revised terms.

Contact Information

If you have any questions or concerns about this policy, please contact us at:

Pawsitive Retreat

Email: booking@pawsitive-retreat.org

Phone: 07957 513398

Thank you for choosing Pawsitive Retreat! We look forward to providing your pet with exceptional care.

