



## Terms and Conditions

### • Vaccinations

Dogs need to be fully vaccinated and you will need to bring proof of up to date vaccinations when you enrol.

### • Illness

Please do not bring your dog to The Doggy Centre if it is ill or contagious. If your dog has sickness and/or diarrhoea please wait 24 hours from the last occurrence to ensure that s/he is no longer contagious. For dogs who attend the Doggy Day Care we understand that you cannot always take time off work etc. if your dog is contagious, so you are welcome to contact us to discuss a sitter to come to you and look after your dog at home. This is however subject to availability of a sitter.

### • Health Problems, Allergies and Medication

Please inform us of any health problems, allergies or medication for your dog when you start. It is then the owner's responsibility to inform The Doggy Centre of any changes to this. This will be recorded in the dogs file and you will be requested to sign this updated information.

### • Bitches in season.

To prevent unwanted pregnancies bitches in season need to be kept away from male dogs for the whole 3 weeks of their season. Please do not bring a bitch in season during these 3 weeks even if there are no male dogs in your session. Please then bathe your dog to remove the scent before returning. There is no charge for sessions missed when bitches are in season. Please inform The Doggy Centre of the reason for your absence so that your space can be reserved for your return.

### • Cleanliness

All handlers must carry some form of 'poop scoop' and clean up any fouling caused by their dog, all staff at The Doggy Centre will also do this.

### • Harsh Handling

In accordance with Kennel Club's Guidelines (rule no 42) - any training course participant who witnesses harsh handling must report the matter to the course organiser. Where substantiated, the organisation must report the matter to the Kennel Club. Use of electric shock collars, choke chains or any other equipment that causes pain to the dog are not permitted at the Doggy Centre.

### • Equipment

Electric shock collars, spike or pinch collars are not permitted to be used at any Kennel Club training or testing sessions. The law states that all dogs in a public place must wear a collar and identification with the name and address of the owner inscribed on the collar, or on a plate, disc, barrel or tag attached to it. Telephone number or microchip numbers are optional, but advisable. Slip leads, all in one leads or body harnesses (unless required due to a dog's genuine medical condition) are not permitted during a test. Citronella or anti-bark collars are not permitted during a Good Citizen Dog Scheme test. Muzzles are not permitted to be used during Puppy Foundation Assessments, or Bronze, Silver or Gold testing sessions. Use of haltis or head collars are allowed during training classes at The Doggy Centre but it is the school's policy to only allow dogs who can be handled without the use of haltis or head collars to be entered into Bronze, Silver or Gold tests, unless there is a medical reason for the use of such training aids. The Kennel Club's Guidelines state that the use of head collars and haltis is at the examiner's discretion and that an examiner should satisfy themselves that when a halti or head collar is removed, the dog will remain under control.

Additional information for dog's who are left in our care, e.g. boarding, day care, walking etc. Dogs who do not have a collar and identification tag will be fitted with a collar belonging to The Doggy Centre. If we are required to fit an identification tag, this will be charged to you at a cost of £1.50. This is because these tags can not be reused once your details have been written on them. Please note that we are happy to walk your dog by whatever method you usually use, e.g. collar and lead, harness, head collar etc. providing it is not equipment that causes pain to your dog. Please discuss any queries with us.

### • Aggressive Dogs

Aggression is a complex behaviour which is difficult to define. Some examples might be, but are not limited to:

1. Unprovoked growling or snapping at other dogs or humans.
2. Attacking, biting or aggressive lunging at other dogs, people or handler/owner.
3. Demonstrating unnecessary aggression towards the handler, other dogs or other humans.

If your dog has any behaviour that is potentially harmful or dangerous to other members (dog or human) or trainers please inform your class teacher. Any act of aggression must be reported to your class trainer. The owner/handler will be notified of the incident. Depending on the severity of the incident, the trainer retains the right to remove the dog from the class immediately. Any incidents will be looked at on a case by case basis, as it is understood that each situation is different and once all information is received from all involved members. The dog will then be assessed whether it is suited to a class situation. The Doggy Centre do not allow dogs who are aggressive to people or dogs within the class situation, this is to ensure the safety to all our members. However we are committed to help dogs with behaviour problems and offer other services or advice for further help if this is required.

### • Missed Sessions

As the club still needs to pay overhead costs, e.g. hall hire, insurance, Kennel Club fees etc., you will still need to pay for your sessions at the usual rate. However, if your dog is in season or is absent due to long term illness or injury (more than 2 weeks) there will be no charge, if we are informed. In this instance please contact Kelley Honour so that your place is reserved for your return. If you are absent please contact the club to let us know of your absence. If you miss 3 sessions without contacting us you will automatically forfeit your place and be returned to the waiting list.

### • Publishing photos and information on the website, Facebook page and in advertising.

From time to time, The Doggy Centre uses photos on their website, Facebook page and in advertising of dogs who attend The Doggy Centre. We also list achievements e.g. when dogs pass Good Citizen Tests etc. If you do not wish your achievements to be listed or photos to be used please indicate this on your enrolment form. Achievements are listed with the dog's pet name, breed, and owner's first name as indicated on your enrolment form. Please note surnames and dog's pedigree names are not included unless requested by the owner. If you wish to include a photo on the website's gallery page please email to [info@doggycentre.com](mailto:info@doggycentre.com) Kelley Honour will check all photos are suitable before uploading on to the website.

• Collection of Dogs

If your dog is being collected from us e.g. doggy day care, boarding etc., please inform us of the name and phone number of the person collecting your dog. This is for the safety and security of your dog. Failure to do this will mean that you will be liable for any extra day care etc. charges should this occur. Dogs will not be released to anybody without prior consent from the owner. If you need somebody to collect your dog for you please inform us. We will require ID in the form of a passport or drivers licence.

In the event of any delay in collection please inform us as soon as possible. Non collection - We will find a new home for any dog who is not collected 30 days from due collection date. The owner will pay any associated costs.

• Dogs in our Care

We reserve the right to act in the best interests of the dog at all times this includes seeking veterinary advice if he/she becomes ill. We will contact you as soon as possible if your dog becomes ill. If you cannot be contacted within a reasonable time or have chosen not to be contacted we reserve the right to seek appropriate and swift veterinary attention and proceed with treatment regardless of cost, which you agree to cover. We will do everything needed for the dog as regards treatment, comfort and recovery. If euthanasia is absolutely necessary (determined by the vet) for whatever reason (excluding behavioural, e.g. aggression) we will accept and act upon the vet's advice.

You, the owner are liable for any expenses incurred in the purchase of any essential food, supplies or equipment required in the care of your dog.

All dogs are accepted at their owners risk. Every possible care and attention is given to each dog, left in our care.

Classes and tests follow the Kennel Club's Good Citizen Dog Scheme Guidelines. These are available direct from the Kennel Club or from the Doggy Centre at the cost of £3.

Signature of owner.....Date.....

Dog's name.....Breed.....