



Mini's Retreat

Home Boarding for Dogs

Office: 0845 034 3387 - Mobile: 0790 055 5055 - E-mail: minidog@mrhb.co.uk - Website: www.minisretreat.co.uk

Dog Owner's Agreement

OUR SERVICES

If putting your dog into kennels when you go on holiday fills you with guilt and worry, then we can offer an alternative to this, where your dog will be looked after in the comfort of our own home.

We live on the edge of a small village with plenty of fields and open spaces to walk your dog. We also have a large fully enclosed secure garden for your dog to play in.

WHY USE OUR SERVICE

- ◆ Do you feel guilty going on holiday as you don't want to put your dog into kennels
- ◆ Do you work away long hours or away from home a lot
- ◆ Do you have to be somewhere for a few days and have nowhere for your dog to stay
- ◆ We are licensed by North Somerset Council to board up to 6 dogs at any one time

TRIAL VISIT

We do require that prior to your dog's stay with us that we have a trial visit. This would consist of 1-2 hours where we will introduce your dog to our home and our small dogs "Mini and Rue".

Mini and Rue are very sociable with other dogs and they love their company. However, it is very important to ensure all our visiting dogs feel relaxed and enjoy a holiday at our home.

COST

- ◆ Dog Boarding cost: £20.00 per night per dog (per 24 hours)
- ◆ Dog Daycare cost: £15.00 per day per dog (Up to 12 hours)

If you have two dogs in the same family then we give you a 25% discount off our standard price. A 50% deposit is required to be paid on arrival for Dog Boarding. We reserve the right to request a 25% deposit to be paid when booking at peak times, and to charge a £10.00 cancellation fee when a booking is cancelled at what is deemed to be short notice. We also give a discount for longer stays.

BOOKING TERMS & CONDITIONS

We want your dog to have a great time with us playing with other dogs in our care and enjoying calm, relaxing atmosphere in our home whilst being looked after as one of our own. Although we do not anticipate anything going wrong we do have to have Terms & Conditions as follows:-

What you need to bring with your dog

- ◆ If your dog is on a special diet, please bring sufficient supply of food each time your dog stays
- ◆ Up to date vaccination certificate, which has to be held on our premises every time your dog visits
- ◆ Your dog's bed & lead and anything else they require i.e. coat etc

We Provide

- ◆ Food (Bakers Complete, Pedigree Chum or Winalot, Wagg mixer biscuits, Pedigree Dentastix and various treats)
- ◆ Toys playing ball and socialisation with other dogs
- ◆ Mini's Retreat identity tags and water bowls
- ◆ Woodland Walks and Human Contact
- ◆ Relaxation with TV, Music and Radio



Dog Owners Obligations

That his/her dog has not been exposed to rabies or distemper, and that his dog is accompanied by a fully up to date vaccination certificate including kennel cough.

The owner agrees that his/her dog should also be up to date on any worming programs and flea, tick and lice programs.

The owner agrees that his/her dog will be fed separately from other dogs except if there is more than one dog from the same family.

The owner consent to their dog(s) being walked with dogs from other households and that the information set out in the booking form is complete and correct.

We reserve the right that in the event that your dog becomes aggressive and bites another dog or human or is uncontrollable, we will rehome your dog for the duration of its stay at the owner's expense.

If your dog becomes ill during his stay and needs a vets' attention we will endeavour to visit your own vet. However, if this is not possible we will take your dog to our own vet. Any charges incurred will be at the owner's cost on their return.

What We Cannot Accept

We are not able to take in any dog registered under the dangerous dogs' act 1991, or any dog that shows aggression to either people or other dogs. We also do not accept dogs that are not house trained or incontinent.

We also cannot accept entire males, bitches in season or puppies under 6 months of age, as the responsibility of this would be too great.

TREATING DOGS FAIRLY

We are committed to offering the highest possible standards of service. In doing so we are pleased to support the International Fund for Animal Welfare (IFAW) and 'Treating Dogs Fairly'. (http://www.ifaw.org/ifaw_united_kingdom/index.php)

The owner agrees to his/her dog being boarded with two resident dog and where applicable with other dogs from a different household.

PROTECTING YOUR PERSONAL INFORMATION

We understand you may have concerns on how your information is handled, and therefore we comply with the current legislation governing your personal information.

Customer Confidentiality

We will treat all your information and your dog's details as private and confidential (even when you are no longer a customer). Our information policy is regularly reviewed to ensure compliance with current legislation and best practice.

Security

We protect your information by having procedures to limit who has access to both your information and your dog's details and by using a variety of methods and technologies to safeguard it.

Telephone Calls

We may record telephone conversations to enable us to improve service. Conversations may also be monitored for training purposes.

For more information about our obligations and your rights under the Data Protection Act, please visit the information Commissioner's Office website at <http://www.ico.gov.uk>

RIGHTS of THIRD PARTIES

These terms and conditions of business exclude any rights which may be conferred upon third parties by the Contracts (Rights of Third Parties) Act 1999.

JURISDICTION

This agreement is governed by English Law and the parties of this agreement hereby submit to the jurisdiction of the English Courts.

TERMINATION

This Dog Owner's agreement may be terminated at any time, by either party. Notice of termination must be given in writing and will take effect immediately upon receipt. You would be expected to pay for any costs incurred up to the date of termination or a due proportion of any fees previously agreed. Please complete the section 'Demise of Owner or Dog' to tell us where you would want your dog to go in the event of either your death or your dog's death.



DATA PROTECTION

Collection of Data

In order to provide you with our service we need to gather information about you and your dog(s).

Access to Data

You have the right under the Data Protection Act 1998 & General Data Protection Regulation Act 2018 to ask for a copy of the personal data and to require Mini's Retreat to correct any inaccuracies in the personal data.

Use of Data

We may from time to time contact you by post, text or e-mail with details of our services which may be of interest to you. If you would not like to receive this information please indicate your preference by ticking the relevant box below.

We shall disclose information to relevant authorities where we are required to do so by law. We will retain records after our business relationship has ended for legal and regulatory purposes.

I wish to be contacted by telephone or text message

I wish to be contacted by e-mail

I wish to be contacted by post

COMMENCEMENT

The following terms will come into force with immediate effect after both parties have signed and dated this agreement:

COMMENCEMENT ON BEHALF OF MINI'S RETREAT

This is our standard Dog Owner's Agreement upon which we intend to rely. For your own benefit and protection you should read these terms carefully before signing them. If you do not understand any point please ask for further information

This Dog Owner's Agreement will come into effect from the date of our signatures below.

Mini's Retreat

Date

DOG OWNER'S COMMENCEMENT & DECLARATION

I hereby confirm that I have read and agree to the "Mini's Retreat" terms and conditions contained in this Dog Owner's Agreement and the details entered on the booking form are correct and that my dog is up to date on all vaccinations, worming and flea programs. I hereby understand that my dog vaccination certificate must be kept by "Mini's Retreat" for the duration of my dog's stay.

Signed

Date

The Retreat, 33 St Georges Hill, Easton in Gordano, Bristol, North Somerset, BS20 0PT.
A stress free holiday for your dog!
Licensed by North Somerset Council

(Calls and electronic communications may be subject to recording and/or monitoring in accordance with relevant legislation and for training purposes)



For Office Use Only

Trial Visit Date & Time	
Length of stay Required	
Lead Source	
Dog Account Number	

BOOKING FORM (Complete all boxes or Circle as appropriate / One booking form per Dog)

Dog Owner's Name

Title	
Forename(s)	
Surname	
Address 1	
Address 2	
Address 3	

Dog Owner's Contact Details

Home Telephone No	
Mobile Telephone Nos	/
Home Email Address	

Dog's Details

Name	
Date of Birth and Age	
Breed	
Sex	MALE / FEMALE
Neutered	YES / NO
Character	PLAYFUL / WILFUL / TIMID / OUTGOING
When is your dog fed	
How much at each meal	
Any anxieties	Scared of Bikes / Push Chairs / Vehicles / Fireworks/ Water
Where does your dog usually sleep in your house	
Walks on or off a lead	

Emergency Contact

Contact Names	
Contact Address 1	
Contact Address 2	
Contact Address 3	
Contact Home No	
Contact Mobile No	

Dog's Vet Details

Vet's Name	
Vet Address 1	
Vet Address 2	
Vet Address 3	
Vet's Telephone Number	
Vet's Email Address	

Dog's Further Details

Microchip Number	
Medication Details	
Pet Insurance Number	
Flea Program	
Worming Program	
Vaccination Program	

Demise of Owner or Dog

Where would you want your dog(s) to go in the event of your or their death	
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