***“Enter as strangers, leave as family”***

***Terms and Conditions***

1. Home boarding (home from home) and Day-care requires In-date Kennel Cough and yearly Vaccinations evidence on booking (scanned or photos are accepted).
2. **We do not mix boarding and day-care rates.**
3. Peak times are charged at a premium as set our in our price list
4. We do require full payment ahead of any of our services.
5. If you have a dog aggressive dog (this must be declared on booking, see charges on services and charges document) extra a day on top of boarding rates due to having to separate all the dogs and walk separately etc. \*We can report owners who put us and our dogs at risk.
6. For any of our services - Bitches already in season will not be allowed on site.
7. If a bitch comes into season whilst staying with us, we charge an extra £10 cleaning fee and £30 extra admin fee per week (isolating from other dogs, disturbance to the pack and having to walk separately to other dogs and keeping on lead)
8. Boarding starts at 4pm, however if you wish your dog(s) to stay earlier we charge a premium of £5 an hour per dog for every hour added before 4pm. Sometimes it works out cheaper to book the night before or after your timings.
9. Boarding drop offs are between 4-6pm.
10. Pickups on collection day for boarders are between 10-11am.
11. Dogs who are not collected the following day by 11am will be charged at a premium rate of £5 per hour, per dog for every hour added after 11am.
12. Your dog must have a collar with a tag whilst on site (Boarding and daycare) for legal reasons.
13. Please let us know on booking if your dog is aggressive with anything and will require a soft muzzle.
14. Owners to drop off and pick up dogs for VIP Spa treatment.
15. For day-care if you collect your dog after the agreed time you will be charged at £5 an hour.
16. We close at 6pm.
17. We are happy to administer medication on site, we just need guidance on how much and what times and this will be recorded on site for 12 months for licence purposes.
18. We limit the swims to 20 minutes for the welfare of your dog. If you have more than one dog we can arrange a K9 family group swim. We have dog life jackets available and one of us will always be in the pool with them. Owners are prohibited from being in the pool with their dogs, however happy for owners to stay and watch and interact from pool side.
19. The swim full session is no more than 1 hour, allowing for pre-wash, pool session and then a shower down and towel dry at the end. VIP Clean and blow dry is available – please see VIP Spa treatment prices.
20. Swimming lessons are not a hydrotherapy session, this is for fun, confidence and fitness only.
21. We offer 10% discount for OAPs, Military, Veterans and the Emergency Services. Please provide in date evidence on booking, this is at Woof ‘n’ Tales discretion.
22. Special requirements/pick ups that require travel will be charged at £10 an hour + fuel costs/ transportation of 25p per mile.
23. **Bookings**;
    1. For all our services we require a 25% **non-refundable/non-transferrable** deposit to secure your place.
    2. Boarding to be paid no later than 2 weeks prior to the arrival.
    3. For all our extra services (swimming, hooper, training etc) we require full payment no less than 7 days of your experience, if not paid 7 days prior your appointment your place will be offered to customers on our waiting list.
24. **Cancellations**;
    1. Boarding; If cancellation is more than 28 days ahead of the time of boarding, no balance is due.
    2. Boarding; If cancellation is less than 28 days notice this will require the balance in full to be paid.
    3. Daycare; If cancellation is more than 14 days ahead of the time of daycare a 25% non-refundable payment is required.
    4. Daycare; if cancellation is less than 14 days notice this will require the balance in full to be paid.

\*Please note that if the decision to cancel your trip (for boarding) is out of your hands, your travel insurance should be able to assist with cancellation fees for our services. Please let us know if you require any documentation and we will be happy to provide.

* 1. For any of our extra services (Swims, hooper, training) if any cancellation is received within 7 days of the service prior to arrival date will incur the full-service charge. Failure to arrive on set day will be treated as a No-Show and no refund will be given.
  2. Cancellations more than 7 days ahead of any extra service will incur a 25% cancellation fee of the service charges.