



## Terms and Conditions

### (1) Bookings.

- All booking enquiries are to be made via the office by either telephoning 01675 443399 or emailing [inthedoghousesolihull@gmail.com](mailto:inthedoghousesolihull@gmail.com) we will then contact you to confirm availability and process payment to secure dates.

### (2) Payments.

- All payments are non-refundable and we do not issue credit.

#### **BOARDING**

- For Bookings made less than 4 weeks in advance, payment is required in full at time of booking.
- For Bookings made in advance we require a holding deposit of 50% of the balance at the time of booking with the remainder of the balance to be paid 4 weeks before prior to the check in date (you will receive a reminder email).
- Christmas Day and New Years Day incur a double charge.

#### **DAYCARE**

- All invoices to be paid upon receipt
- When making a payment please quote the invoice number.

#### **CANCELLATIONS:**

- We advise that you arrange holiday/travel insurance before booking with us to ensure you are covered for any cancellation eventualities. Our Insurance does not cover us for your holiday/plans being cancelled.
- If you cancel your booking in less than 4 weeks before the stay you will be liable to pay any outstanding balance.

**PLEASE NOTE:** All payments are non-refundable and we do not issue credit.

Our VAT NO: 319 0149 20

### (1) Vaccinations and Health.

- It is the owner's responsibility to ensure that their dog's vaccinations are up to date. The original vaccination card **MUST** be presented to office staff upon any vaccination changes (boosters etc.) so that we can scan and copy for our records or email a copy to [inthedoghousesolihull@gmail.com](mailto:inthedoghousesolihull@gmail.com)
- **KENNEL COUGH VACCINE**, this is a live vaccine and as such your dog is **NOT** permitted to attend the hotel under any circumstances for day care or overnight boarding for a **MINIMUM of 10 days**.
- For the safety of your dog and all of our other customer's dogs, we reserve the right to refuse entry to any dog with expired vaccinations.
- If you have misplaced your vaccination card, please ask your vet to print out your dog's vaccination history on a letterhead or for them to email us directly.
- If your dog is allergic to any vaccination and therefore; they are unable to have the vaccination, you will need to sign a disclaimer form which can be obtained from the office.



- You MUST notify a Canine Carer either on check in or check out or via email if your dog has a veterinary appointment. We must know what the appointment is for and if any medication is prescribed.
- If your dog is on any medication, you MUST complete a medication form which can be obtained from the office and notify a canine carer. All medication must be labelled with name and instructions CLEARLY.

(2) Annual Tariff - Benefits include:

- Discounted Day care when using ITDH every week (please speak to a member of the office team to discuss) Prices on our website: <https://inthedoghousesolihull.com/doggy-day-care/>
- If you commit to using us weekly at the discounted rate you will get 4 weeks 'holiday' whereby you do not need to attend.
- Christmas and New Year Holiday period is not compulsory to attend.

(3) Hotel Opening Hours.

- Monday to Friday 7am – 5.45pm. (Check ins between 7am-11am)
- Saturday 9.30am-5pm. (Check ins between 9.30am-11am)
- Sunday 10am for check in and check out, 3pm check out only. Please note the hotel is closed between 10.15am and 2.45pm.
- Sunday hours are operated on Bank Holidays.

In The Dog House Ltd. offers an 'Early Bird Check In Service' at a cost of £10 per hour. Please speak to a member of the office team to organise this should you need to. In exceptional circumstances a 'Late Check Out Service' can be available with enough prior notice (please speak to the office for a quote).

(4) Office Opening Hours.

- Monday 9.00am – 3.45pm
- Tuesday 9.00am – 5.45pm
- Wednesday 9.00am – 5.45pm
- Thursday 9.00am – 5.45pm
- Friday 9.00am – 3.45pm

Telephone number 01675-443399 (Messages can be left on this number after hours). If you have an enquiry that is URGENT, please text 07794021333 to get a response from one of the Canine Carers. **You may text up until 7pm.** After this time your query will be dealt with after the morning shift starts the next day.