



Terms & conditions

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- It is compulsory that ALL dogs to come for a Get to know us Day for an assessment prior to any playdays. Dogs must attend daycare/playdays before overnight boarding. (Pre-holiday playdays).
- Any visits to the vet for your dog whilst in our care – costs are to be covered by yourself or pet insurance for any new or existing ailments or issues of any kind.
- If in the circumstance your dog needs veterinary care ITDH try and use our local vets or evening emergencies at Vet. We/they would then be in touch with your dog's vet if they are unavailable to take your dog to, to gain information. In the event ITDH are unable to contact you or the emergency contact – ITDH can make a decision on your behalf regarding a procedure at the veterinary appointment.
- If your dog hurts/injures another dog whilst in our care and that dog requires veterinary attention you are liable for all costs. ITDH are NOT liable under a any circumstances. We have public liability insurance and are fully insured but ITDH (Solihull) Ltd will not take any responsibility for any scenario.
- As stated on our website, no refunds will be given.
- All dogs to check in no later than 11 am weekdays (Sundays/Bank Holiday is strictly 9am – 9.30am check in).
- Damages to our property/furniture by your dog will need to be replaced/cost covered by yourself.
- Upon check in all dogs must be wearing a collar for identification purposes and to allow us to have easy access to your dog in an emergency.
- All dogs must be micro-chipped and have a ID tag – this is a legal requirement. (even if just name/surname)
- All boarding fees are to be paid upfront upon booking and deposits/payments are non-refundable and no credit will be issued.

T&C's continued.....

As a dog hotel – we socialize and integrate dogs for their own benefit. This does of course increase certain risks so please acknowledge every question and sign with full understanding.

We socialise the dogs in our wonderful outside exercise area(s), with CCTV, secure 6ft fencing all around, agility equipment and fabulous views of the countryside. The area is tarmacked for hygiene purposes, this is also great as it keeps your dog's claws trimmed down. We would advise, if you don't walk your dog on pavement, that you check your dog's pads regularly and apply lubricant/paw wax to make them more supple. The odd walk around the block also means your dog gets used to the different surfaces.

In the case that a dog suffers with anxiety or doesn't settle well initially, we may sometimes use safety muzzles, thunder shirts and 'time out' in our lovely indoor chalets away from the other dogs. We use all of these in a positive manner and NOT as punishment. All dogs cope with things differently and all of these things can calm dogs in a stressful situation. We also advise you bring some bedding with homely scent to help your dogs settle even better.

We never put dogs together until we have introduced them and monitored their behaviour. We do not take responsibility for situations out of our control. Staff are highly experienced.

I am happy with the consultation I have received today and I give full permission for questions marked yes and for in the dog house to share this information with a vet in an emergency.

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(1) Bookings.

- All booking enquiries are to be made via the office by either telephoning 01675 443399 or emailing inthedoghousesolihull@gmail.com we have also introduced online booking this can be done via the link on website and via the Facebook page will then contact you to confirm availability and information to process payment to secure dates. (via BACS or card)

(2) Payments.

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

BOARDING

- For Bookings made less than 7 days in advance, payment is required in full at time of booking. A percentage of booking required asap and balance due 7 days before stay
- For Bookings made in advance we require a holding deposit at the time of booking with the remainder of the balance to be paid 7 days before/prior to the check in date (you will receive an automated reminder 10 days before the stay).
- Christmas Day and New Years Day incur a double charge.
- Christmas weekend and New Year Weekend are a MINIMUM of 5 night stays only due to Holiday demand
- Weekend stays are a minimum of 2 nights

DAYCARE

- All invoices to be paid upon receipt of booking confirmation. We require a minimum of 48 hours notice to cancel or change a playday booking to avoid charges remaining (cancellations during office hours – Monday - Friday) the office is closed at the weekends we require longer if during this time. This ensures the correct ratio of staff to dogs. We cannot cancel staff off rota at short notice. (if booking is unpaid at the time of cancelling and less than the 48 hours given charges will still remain on the account)
- 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 7 days before the stay you will be liable to pay any outstanding balance.

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

(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 (via email or in person) so that we can scan and copy for our records. We will request a copy of the vaccines to be sent via WhatsApp the afternoon before check in to enable us to tick the check in register to show the most recent vaccines have been viewed. (this will be requested before each boarding booking even if more than once in the same week)

inthedoghousesolihull@gmail.com

- **KENNEL COUGH VACCINE, Respiro or DHPpi (parainfluenza)**, these are live vaccines 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**. (We will not reimburse monies for any booking(s) if these rules aren't adhered to).
- 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 Doggo Buddy 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 Doggo Buddy. 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. If plan is cancelled before the annual plan expiry, discount for the playdays will be removed and previous discount due in full. (backdated to start of plan).
- 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-10.45am)
- Saturday 9am - 4.45pm (Check ins between 9.15am – 9.30am) check out - 4.15pm – 4.45pm
- Sunday 9am – 3.45pm (9.15am – 9.30am for check in and check out - 3.15pm – 3.45pm)
- 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' subject to availability. Please speak to a member of the office team to organise this should you need to.

Office Opening Hours.

- Monday 9.00am – 5.45pm (lines are on from 10am – midday. 1pm -5pm)
- Tuesday 9.00am – 5.45pm (lines are on from 10am – midday. 1pm -5pm)
- Wednesday 9.00am – 5.45pm (lines are on from 10am – midday. 1pm -5pm)
- Thursday 9.00am – 3.45pm (lines are on from 10am – midday. 1pm -3pm)
- Friday 9.00am – 3.45pm (lines are on from 10am – midday. 1pm -3pm)

- **CLOSED WEEKENDS**

Telephone number 01675-443399 (Messages can be left on this number after hours). If you have an enquiry that is URGENT, please email and follow up with WhatsApp message to get a response from the office/Doggo buddies. **You may message up until 5.30pm.** After this time your query will be dealt with after the morning shift starts the next day.

Do not open the security gates or enter the premises. If they are closed. This will be deemed as '**Trespass**'. Our security is top priority for us.

Opening times are strict and we are unable to accommodate personal requests. We work very hard and the opening hours are to adhere to our licence regulations.