

## 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 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](mailto: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 inform the office ASAP. Dogs must have DHP and Lepto or provide an up-to-date Titre test from vet. WE CANNOT ACCEPT DOGS WITHOUT.
- 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 (updated May 2024).**

**Monday to Friday 7am – 5.45pm.** (Check ins between 7.30am-10.45am)

**Saturday 9am - 4.45pm** (Playday drop off 9am - 9.30am and Sleepover collection only)

Check out/ Collection - 4.15pm – 4.45pm. SLEEPOVER DROP OFF 9.30am - 10am.

**Sunday 9am - 4.45pm** (Playday drop off 9am - 9.30am and Sleepover collection only)

Check out / Collection - 3.15pm – 3.45pm. SLEEPOVER DROP OFF 9.30am - 10am.

**Please note if the gates are closed we are unable to check dogs in or out (set licencing opening hours similar to shops having trading opening hours).**

**Sunday hours are operated/apply on Bank Holidays.**

In The Dog House Ltd offers an 'Early Bird Check In Service' subject to availability (8am - 8.45am Sat, Sunday and Bank Hol Mondays). 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.