



For office use only –  
Customer ID: \_\_\_\_\_  
On System: \_\_\_\_\_

## DOG BOARDING / DOGGY DAYCARE CONTRACT

### Boarding opening hours only

**Monday to Friday** - 10am to 11:30am & 2:30pm to 4pm  
(Closed 11:30am to 2:30pm)  
**Saturday** - 10am to 1pm  
**Sunday & Bank Holidays** – Closed to the public

### Doggy daycare opening hours only

**Monday to Friday** –  
**Drop offs** – 7:30am to 8:30am  
**Collections** – 2:30pm to 4pm or 5pm to 5:30pm  
**Saturdays, Sundays & Bank Holidays** – Closed

Please note these are **STRICT** opening hours. Please do not ask to collect or drop off outside of these hours or ask to board in our daycare hours.

### Owner's Details

Name - Mr/Mrs/Miss/Ms/Dr \_\_\_\_\_  
Home Number \_\_\_\_\_ Work Number \_\_\_\_\_  
Mobile Number(s) \_\_\_\_\_  
E-mail \_\_\_\_\_  
Home Address \_\_\_\_\_  
\_\_\_\_\_ Post Code \_\_\_\_\_  
Emergency Contact Name/ Number \_\_\_\_\_

### Dog(s) Information

Dog Name(s) \_\_\_\_\_  
Sex - Male / Female **Neutered** - Yes  No  **Last in season** \_\_\_\_\_  
(We no longer accept non-neutered dogs over 18 months of age.)  
Colour/Breed \_\_\_\_\_ Date of Birth / Age \_\_\_\_\_  
Microchipped - Yes  No  Number: \_\_\_\_\_ Pet Insurer: Yes  No  \_\_\_\_\_  
Had Flea treatment Date: \_\_\_\_\_ Had Worm treatment Date: \_\_\_\_\_  
*Please ensure your dog(s) are fully up-to-date with flea & worm treatment for every stay.*

### Food

**We do not supply food or treats. Please ensure you bring enough food for an extra three days in case of delays. If additional food needs to be collected, charges will apply (see website for details).**

**AM** Food / Treats – What Brand \_\_\_\_\_

Restrictions and Quantity \_\_\_\_\_

**LUNCH** Food / Treats – What Brand \_\_\_\_\_

Restrictions and Quantity \_\_\_\_\_

**PM** Food / Treats – What Brand \_\_\_\_\_

Restrictions and Quantity \_\_\_\_\_

If your dog(s) are on medication, please see our website for the medication form & procedures.

## Questions

Please be honest for the safety of your pet(s), other people's pets & staff.

- 1) Are you aware of any reason why we should approach your dog(s) with caution?  
\_\_\_\_\_
  - 2) Has/Have your dog(s) ever bitten anyone?  
\_\_\_\_\_
  - 3) Has/Have your dog(s) ever been refused entry to a kennel establishment/Home boarder?  
\_\_\_\_\_
  - 4) Have your dog(s) ever bitten, attacked or killed another dog or animal?  
\_\_\_\_\_
  - 5) How do your dog(s) behave around other dogs?  
\_\_\_\_\_
  - 6) Are you happy for us to mix your dog(s) with other dogs the same size/sex?  
\_\_\_\_\_
  - 7) What are your dog's fears or phobias?  
\_\_\_\_\_
  - 8) Do your dog(s) have any allergies?  
\_\_\_\_\_
  - 9) Explain your dog's character/behaviour traits:  
\_\_\_\_\_
  - 10) Has/Have your dog(s) visited the vet or required medical treatment in the past 5 years? (For example: ears, eyes, teeth, anal glands, skin problems, cuts & infections etc)  
**Please give full details**  
\_\_\_\_\_  
\_\_\_\_\_
- Anything else we should know \_\_\_\_\_  
\_\_\_\_\_

## Consent Form

Owner's Name: \_\_\_\_\_

Dog Name(s): \_\_\_\_\_

This agreement is made between Four Paws Country Pet Hotel ("Four Paws") and the Owner ("Client") for the boarding and/or daycare of the above-named dog(s)

### **Mixing/group play**

The Client acknowledges and agrees that their dog(s) may participate in supervised group play and may be mixed with other dogs that have successfully passed a trial daycare or play sessions in which they have demonstrated appropriate social behaviour with other dogs. The Client understands that group play involves inherent risks. The Client consents to their dog(s) participating in supervised group play while in the care of Four Paws, including during daycare, extended stays, and ongoing boarding services.

Agree  Disagree - Comments \_\_\_\_\_

Does your dog have any restrictions on exercise  Yes  No - Comments \_\_\_\_\_

### **Behavioural Changes**

The Client agrees to notify Four Paws staff of any changes in their dog's behaviour, temperament, or health since their last visit. This includes but is not limited to, aggression, anxiety, illness, injury, or changes in medication.

The Client understands that failure to disclose relevant information may affect the safety and well-being of their pet or others

Agree  Disagree - Comments \_\_\_\_\_

### **Multiple Dogs**

The Client authorises Four Paws to house their dogs listed above together in the same suite unless the Client requests otherwise. Four Paws will feed the dogs separately to ensure safety and proper feeding.

Agree  Disagree - Comments \_\_\_\_\_

### **Food & Feeding**

The Client must provide their dog(s) with a complete and balanced diet appropriate to their age, breed, size, and activity level. The Client authorises Four Paws staff to provide alternative food if the dog does not eat the food supplied from home. Four Paws will make reasonable efforts to select food suitable for the dog's dietary needs.

The Client further authorises Four Paws to adjust the type or quantity of food provided or add a food topper if it is deemed necessary for the dog's health or wellbeing. The Client acknowledges and agrees that additional fees may apply if Four Paws staff are required to purchase food on the Client's behalf.

Agree  Disagree - Comments \_\_\_\_\_

**Allergy Disclosure**

The client confirms whether their dog has any known allergies, sensitivities or adverse reactions to food, treats, medication, supplements or the environment. The client will keep Four Paws informed of any changes in writing; failure to disclose such information may impact the care provided.

Please specify below (write "None" if not applicable)

Agree  Disagree - Comments \_\_\_\_\_

**Digestive support**

The Client authorises Four Paws to administer a digestive support pre & probiotic to the dog(s) if loose stools occur during the stay. The Client acknowledges that this measure is taken solely for the dog's comfort and well-being and does not replace veterinary care. Four Paws will contact you if administered.

Agree  Disagree - Comments \_\_\_\_\_

**Personal Items (Toys, Bedding & Enrichment)**

The Client is encouraged to provide personal items such as enrichment, toys, and a blanket for their dog's comfort during their stay. The Client acknowledges that while reasonable care is taken, Four Paws is not responsible for the loss, damage, or destruction of any personal items.

The Client further understands that some dogs may chew, ingest, or otherwise damage toys, enrichment items, or bedding. Four Paws shall not be held liable for any injury, illness, or veterinary expenses resulting from the use of such items provided by the Client.

Agree  Disagree - Comments \_\_\_\_\_

**Four Paws Items (Toys, Bedding & Enrichment)**

The Client authorises Four Paws to provide additional or alternative bedding if deemed necessary for the dog's comfort, safety, or wellbeing during their stay. The Client acknowledges and agrees that Four Paws toys and enrichment items may be used indoors and during outdoor play.

The Client further understands that some dogs may chew, ingest, or otherwise damage toys, enrichment items, or bedding. Four Paws shall not be held liable for any injury, illness, or veterinary expenses resulting from the use of such items provided by Four Paws.

Agree  Disagree - Comments \_\_\_\_\_

**Media Permission**

The Client grants Four Paws permission to use the dog's name, photograph(s) and video(s) for social media, website content and promotional materials. The Client understands that such use will be positive and promotional in nature and that no compensation will be provided.

Agree  Disagree - Comments \_\_\_\_\_

**Acknowledgement and ongoing agreement**

The client confirms that they have read and understood all terms & conditions outlined in this agreement. The client certifies that all information provided regarding their dog(s) is true, accurate, and up-to-date. The Client understands and agrees that this agreement shall remain valid for all current and future visits to Four Paws Country Pet Hotel unless updated or replaced in writing

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Vet Notification Form

**Dear** (*Registered Veterinary Practice*) \_\_\_\_\_

This is to inform you that I have engaged the services of Four Paws Country Pet Hotel to care for my dog(s) during my absence

**Dog Name(s)** \_\_\_\_\_

Should my dog(s) require medical attention while in the care of Four Paws Country Pet Hotel, I authorise you to provide and extend treatment. I, the owner, will be responsible for the payment of the veterinary services.

Should Four Paws Country Pet Hotel require any information or supplies from my veterinary practice regarding my pet(s) i.e. vaccinations, medical history, medication, food and so on, I give full permission for such information to be shared with Four Paws Country Pet Hotel, and agree to pay for any items needed OR that the practice may advise/recommend.

This signature of consent shall apply indefinitely from time to time should we engage the services of Four Paws Country Pet Hotel again in the future.

Yours sincerely

**Client Signature** .....  
Pet Owner

**Print Name** .....

**Date**.....

## Terms & Conditions

### Four Paws Country Pet Hotel and the Client

Mr/Mrs/Miss/Ms/Dr .....herein agrees as follows:

**The initial term of this contract shall be from the date of the first visit \_\_\_\_\_ through to the final visit\_\_\_\_\_**

**The terms shall apply indefinitely from time to time should we engage the services of Four Paws Country Pet Hotel again in the future.**

Four Paws Country Pet Hotel is fully authorised by signature below to seek and obtain veterinary care with release from all liabilities related to transportation, treatment, and expense.

Although every reasonable care will be taken at all times, due to the unpredictability of animals Four Paws Country Pet Hotel will not be held liable by the client for the death or injury of pets or animals.

Four Paws Country Pet Hotel agrees to provide the services specified in this contract. In consideration of these services and as an express condition thereof the Client expressly waives and relinquishes any and all claims against said Four Paws Country Pet Hotel including accidental damage to property and pets.

The Client agrees to pay the full amount of the stay at the time of delivery to the kennels. The client also agrees to pay any additional costs upon collection of the animal. The Client confirms that all pets are fully vaccinated. Should a Four Paws Country Pet Hotel authorised carer be bitten or otherwise exposed to any disease or ailment received from the Client's pet the Client shall be responsible for payment of all costs incurred by the carer on demand.

Four Paws Country Pet Hotel reserves the right to terminate this contract at any time before or during its term if Four Paws Country Pet Hotel, in its sole discretion, determines that the Client's pet(s) pose a danger to the health or safety of Four Paws Country Pet Hotel authorised staff. If concerns prohibit Four Paws Country Pet Hotel from caring for pet(s), the Client authorises the pet(s) to be placed into the care of the Welfare organisation, with all charges therefrom payable by the Client on demand.

The Client authorises this signed contract to be valid approval for future services of any purpose provided by this contract permitting Four Paws Country Pet Hotel to accept telephone reservations for service without additional signed contracts or written authorisation.

Four Paws Country Pet Hotel reserves the right to charge additional fees for public holidays.

**Client Signature .....**

**Print Name .....**

**Date .....**

## **Bordetella (Kennel Cough) Vaccination Policy & Disclaimer**

The name 'Kennel Cough' can be misleading, as many people believe the infection is only caught in kennels. In reality, Kennel Cough is a highly contagious respiratory infection that can spread anywhere dogs come into contact with one another, such as on walks, at parks, on beaches, or in other shared environments.

The infection spreads easily when dogs cough, sneeze, bark, or shed dander. These microscopic contaminants can travel through the air and be inhaled by other dogs. Kennel Cough can also spread through shared objects such as toys, food bowls, water bowls, and other surfaces. Dogs may become infected simply by touching noses, sniffing one another, or breathing the same air as an infected dog. It is also important to remember that not all infected dogs show symptoms.

### **Vaccination Requirements**

The Bordetella vaccination, commonly known as the Kennel Cough vaccine, is compulsory at Four Paws Country Pet Hotel for all dogs attending daycare or boarding with us.

*The Kennel Cough vaccination must be administered at least 3 weeks prior to your dog's stay.*

**Types of Kennel Cough Vaccines** - The Kennel Cough vaccine can be given in two ways:

#### Intranasal vaccine (given up the nose)

This is a live vaccine. Dogs that receive the intranasal vaccine may shed the live virus for up to 6 weeks after vaccination. For this reason, we request that dogs receiving the intranasal vaccine have it administered well in advance of their stay with us.

#### Injectable vaccine

This vaccine is not a live virus and therefore does not carry the same risk of shedding.

Please ensure that vaccination schedules are planned accordingly before your dog's stay with us.

While vaccination significantly reduces the risk of infection, it cannot guarantee complete protection against all strains of Kennel Cough. As dogs interact in a shared environment, there remains a small risk that a dog may still contract the infection.

### **Owner Acknowledgement**

I confirm that I have read and understood the information above regarding Kennel Cough and the vaccination requirements at Four Paws Country Pet Hotel. I acknowledge that my dog must have a current Bordetella (Kennel Cough) vaccination administered at least 3 weeks prior to attending daycare or boarding. I also understand that while vaccination reduces the risk of infection, it does not guarantee that my dog will not contract Kennel Cough.

**Client Signature** .....

**Print Name** .....

**Date** .....

# Data Protection Notice and Permission to hold contact details for all clients of 24-7 Petcare Limited trading as Four Paws Country Pet Hotel & Designer Dogs as filed with the General Data Protection Register

To comply with the current legislation on data protection we must tell you what personal data we hold about you, why we hold it and have your permission to retain it. We store data about clients to ensure we can contact them by mail, telephone or email:

- In an emergency
- About booking reminders
- Online booking
- Any special offers
- Newsletter

You can opt-out of any marketing contacts if you wish by not ticking the appropriate box on the form below. Any data we hold will not be provided to any other person or business except as required by law.

- You may request to see all the personal data we hold on you (we are allowed 30 days to provide it);
- We only keep your data for the reasons outlined above;
- We destroy your data if we have had no contact with you for 5 years;
- For the smooth and efficient running of 24-7 Petcare Limited trading as Four Paws Country Pet Hotel & Designer Dogs we need to keep a record of:
  - Your name
  - Your address
  - Your landline, work and mobile telephone numbers
  - Your email address
  - Contact details of another responsible person in case of an emergency
  - The details of your pet(s)
  - The name and telephone number of your veterinary surgeon

For us to be able to hold these records we need your permission, so please complete this form and hand it to a member of staff.

**Your full name:** \_\_\_\_\_

**Your email address:** \_\_\_\_\_

I agree that 24-7 Petcare Limited trading as Four Paws Country Pet Hotel & Designer Dogs may contact me, my veterinary surgeon or my named emergency contact as necessary:

**In an emergency**

**To remind me of appointments/bookings/updates**

To send a newsletter\*

About offers and services which may be of interest to me\*

\*I understand I can opt out of further marketing contact at any time on request.

**Client Signature** .....

**Date** .....