



Terms and Conditions

For Hounds Unleashed to maintain a safe environment for your pet, all dogs and owners must adhere to the following terms and conditions:

1. By booking a dog in for any of the Hounds Unleashed Services you confirm that you have read and agreed to these terms and conditions, including the payment and cancellation policy.
2. Bookings are only accepted once payment has been made.
3. You are responsible for supplying a suitable secure dog collar/harness and lead for your dog's time with Hounds Unleashed, these will be used to make sure your dog is safe and secure when transporting them into and out of our kitted van.
4. You must inform us of any aggressive behaviour your dog has shown towards people or other dogs. We cannot accept dogs with extreme behavioural problems.
5. Hounds Unleashed may terminate a service arrangement immediately if it is thought that your dog has behaved badly or aggressively towards people, other pets or property. You will be liable if your pet injures a third party or any Hounds Unleashed staff.
6. By using Hounds Unleashed, you acknowledge and understand that there are certain risks involved in participating in dog day care and boarding and in owning, training, caring for, handling and being in the presence of dogs, including but not limited to injuries to people, property and animals resulting from dog fights, dog bites to humans or other dogs and the transmission of disease.
7. We cannot accept bitches in season. If you think your bitch is coming into season please inform us immediately. We reserve the right to cancel your service while she is in season.
8. An assessment is necessary for all dogs that wish to attend our services. This will be done in the dogs home environment. All dogs that attend must be good-natured, unaggressive, sociable, and have a good level of basic training.
9. Before attending all dogs must be vaccinated against the following: Distemper, Hepatitis, Parvo-virus, Parra influenza, Leptospirosis, Parasites and Infectious tracheobronchitis.
10. Your dog must also be treated with a veterinary approved topical flea and worm treatment, we may ask for proof of this & dates of application.
11. When you make a booking you will be asked to upload a copy of your dog's vaccination records into your booking form on our booking software. We will also expect to know the details to your local veterinary surgery where your pet is registered. We reserve the right to request proof of vaccinations at any time.
12. In the event your dog becomes ill while in the care of Hounds Unleashed, we will make every effort to contact you or your nominated emergency contact. However, if we are unable to contact you, or if the situation is deemed time critical, your dog's interests will become paramount and we will take your pet to our registered veterinary surgery for treatment. Any treatment given will be at the discretion of the vet, and payment will be your responsibility.
13. Photography: During your dog's time with Hounds Unleashed they will be photographed, and these images may be used on our website, social media outlets and printed literature. These images remain the property of Hound Unleashed.
14. You recognise the risks associated with Hounds Unleashed transporting your dog to and from the property or on any other walks and you expressly relinquish any and all claims against representatives.
15. You, the client, will indemnify Hounds Unleashed against any claims for loss or injury caused to either, Hounds Unleashed staff, Hounds Unleashed property or other clients' dogs which are caused by your pet or as a result of breach of these terms and conditions, negligence or otherwise.

16. Hounds Unleashed will not use or pass on to a third party (except a Vet in an emergency situation), any information relating to a client, their pets or their property.

Key Release

1. Where it is necessary for Hounds Unleashed to hold keys to a property, the Client shall give consent to and provide one of each key needed. Keys will not have your name, or address on them and will be kept within a locked system for security.
2. Your keys will only be taken out of the locked system when attending your property to collect your dog(s). When in the Hounds Unleashed van, they will be kept on a portable lockable safe which is securely attached to the van interior (out of immediate sight). Keys are only removed when entering your property and immediately returned to the security of the locked safe.
3. Where a key is left for Hounds Unleashed in a pre-arranged location on your property or with a designated person, then Hounds Unleashed will not be held responsible for the loss of the key(s) or any subsequent criminal damage that may be incurred to your property.
4. In the event of Termination of our services, Hounds Unleashed will not agree to leave your house key on a counter in your home on our last visit due to possible return delays where your home and pets would be left neglected. The safety of your home and pets are our top priority while you are out. This policy will give peace of mind to both Hounds Unleashed and yourself, should arrival home be later than expected.
5. Keys will be returned upon completion of this agreement providing all fees due have been paid.

Vet Release

1. While your dog(s) are in the care of Hounds Unleashed, should an emergency situation arise or they become sick, Hounds Unleashed will authorize a veterinarian to administer medical treatment. You will be responsible for payment directly to the veterinarian, for all treatment given.
2. Within the booking forms for Hounds Unleashed services, you can specify the value of treatment that Hounds Unleashed is mandated to approve.
3. We will make every effort to use your nominated vet, but this may not always be possible, and you authorize Hounds Unleashed to put your pet first and do the best for them as advised by the veterinarian.
4. I understand the above and authorise Hounds Unleashed to give consent to a veterinarian in treatment of my dog(s), up to the amount specified on the booking form.

Secure Location Off Lead Consent

I consent to my dog being walked off the lead and agree to the following:

1. To allow Hounds Unleashed to walk my dog off the lead in my absence, this is to be during Group Play sessions, in a secure enclosed area ONLY. I understand the potential consequences that could occur to my dog or other dogs of walking my dog off the lead while in the care of Hounds Unleashed.
2. I agree to release Hounds Unleashed from all liability should my dog become lost, injured or otherwise harmed which may result from my dog being walked off the lead.
3. Hounds Unleashed agrees to exercise all reasonable and due care to prevent injury or death to my dog when walking off the lead – however in the event of injury/death except those caused by reckless acts on the part of Hounds Unleashed, Hounds Unleashed will not be held liable for such injury/death of my dog as a result of off lead walking.
4. I freely and voluntarily enter into the Secure Location Off Lead Consent with Hounds Unleashed, and fully understand the above conditions

Payment and Cancellation Policy

1. All bookings must be paid for in advance and booking will not be confirmed until payment is made.
2. Payments are to be made via our third-party secure credit card company: Stripe, via the booking form, or by cash or BACS Transfers where Hounds Unleashed have made the booking on your behalf.

3. If, once booked, you no longer require the service on the date or time that you have booked, you may reschedule this to another date or time or cancel the booking.
4. Due to limited capacity, if a booking is cancelled less than 24 hours before the booking is due to start, payments are non-refundable.
5. Hounds Unleashed is not subject to Distance Selling Regulations. By paying your balance you are confirming your booking and therefore entering a legal contract with Hounds Unleashed subject to our Terms and Conditions.

Consent

1. I hereby confirm I am the owner of the named pet/s in the booking form and authorise Hounds Unleashed to act as guardian in my absence and take any action considered suitable, in order to protect my pet/s and keep them in good health during their time with Hounds Unleashed.
2. I hereby agree that I am solely responsible for any and all harm or damage caused by my dog(s) while under the care of Hounds Unleashed, and agree to indemnify Hounds Unleashed in full against any liability arising from such harm or damage to third parties.
3. I confirm that I have read and agreed to the terms and conditions stated above.
4. I also confirm that the information I have supplied is accurate and up-to-date and I agree to inform Hounds Unleashed of any changes to my dog's health, diet, medication, medical history, behaviour and/or registered vet.