



SERVICE CONTRACT

THIS AGREEMENT is entered into between THE DOG PLAY CENTRE and the pet OWNER.

I would like to place my dog(s) into The Dog Play Centre for day care, or any other programmes offered by Dog Play. Upon being accepted into day care or any other programme for my dog(s), I agree that I fully understand and accept all terms and conditions set out by Dog Play and that by signing, I acknowledge the responsibility on my part as dog(s) OWNER.

1. Any behaviour seen as dangerous or that causes concern to any Dog Play staff member may result in said dog(s) being unable to attend the Centre. This will be brought to the OWNER'S attention at the earliest possible convenience.

2. The level of activity at day care is very different to what most dogs are used to in the home routine. It is very common for your dog to be tired initially. Please note all dogs can rest/play as they wish within day care. We do incorporate rest into our day of activity and we pay attention to each individual dog's needs.

2.i Dog play levels vary from dog to dog. Your dog will be monitored at all times but rough play can escalate and accidents can happen. Dogs usually communicate well with each other and interactions are fine. Some dogs play rough and others less so, your dog will be

encouraged to play with similar natured dogs in our sectioned off areas.

3. Unless instructed by the OWNER, the dog(s) will not be fed at day care. If you wish your dog to be fed you must supply food as required and inform staff either on your application form or in person. We require you to feed your dog breakfast before coming to day care and dinner when at home in the evening. If using our transport service, dogs should be fed before 8am to ensure they are ready for pick up. All dogs must rest for a minimum period of 20 minutes after eating. Unless there is a medical reason or your dog is a puppy, feeding at home is best for your dog.

4. Dogs can get dirty whilst in the day care environment. Dogs will be showered and towel dried where necessary at the end of each day to remove mud and residue. Please note this is only a dry down and not a shampoo and bath service. Also, showering can only be done at the end of sessions. If you collect your dog early we cannot leave other dogs unattended to shower your dog.

5. Water is available at all times; it is normal for dogs to drink more after such exercise and play, however please pay attention to excessive amounts of water consumed, as this can cause stomach upsets.

6. Upon placing your dog(s) into The Dog Play Centre, your signature concludes that you are presenting your dog(s) to be fit and healthy and without illness or any contagious infections or similar conditions within the last calendar month. Please pay particular attention to any coughing from your dog as this indicates kennel cough and is highly contagious.

6.i All dogs must be fully vaccinated to include standard boosters and the kennel cough vaccine and all certificates must be presented prior to your dog being accepted into the day care programme. **(Annual proof is required to maintain your space at day care).**

7. All dogs over the age of six months must be neutered/spayed or have the implant before they can come to day care. This is a WEST LOTHIAN COUNCIL rule. Neutering too young can cause detrimental effects to your dog in relation to growth, hormones and confidence. Feel free to chat to us about this and then speak to your vet.

8. If your dog(s) is involved in any incidents at day care you will be informed either straight away or the same day. Staff will examine all pets involved in any incidents and will make a decision on any treatment as required. Should we feel that veterinarian advice is required, we will take the animal to either their own vet, or our emergency vet (LAMOND VETS, MURIESTON, LIVINGSTON SOUTH). In the absence of owner approval we would recommend the vet takes whatever action is required to make the animal comfortable. Animal welfare is our highest priority at all times. Should you wish anything to be taken into consideration regarding your animal please indicate this on your application form. It is the responsibility of the owner to meet any veterinarian costs incurred.

8.i Please be aware that while day care staff are trained First Aiders they are NOT veterinarians.

8.ii The Dog Play Centre and their staff will not be held liable for any incidents that occur on the premises/within their care and in company vehicles.

8.ii You must check your dog(s) and take them for further treatment if necessary.

9. While the utmost care is taken when transporting all our dogs, there are risks involved and we require your permission and understanding in the bus service we provide. All dogs are transported by an insured driver and will be placed in a secure cage for transportation purposes. The greatest care is always taken in every situation.

10. If your dog injures another dog at daycare, you will be liable for the vet bill for the other dog. This must be paid immediately as the vet does not offer an account service to us.

11. All fees must be paid prior to your dog attending daycare to confirm your space. Non-payment means we will not collect your dog. Payment can be made in cash or by BACS transfer to THE DOG PLAY CENTRE with your dog's name or service as reference to 87-70-24 84209868 TSB.

12. A 50% cancellation fee will be charged for any bookings cancelled with less than 48 hours notice.

13. Bookings should be made by 10am on the Friday for the following week. A late booking fee of £5 will be charged for all bookings made in the same week.

14. Please add our email address info@thedogplaycentre.com to your address book. Otherwise you may not receive important communications from us.

Owner Signature:

TDPC Representative: