



173 John Wilson Business Park · Harvey Drive · Whitstable · CT5 3RB
01227 272220

This is important information and should be retained for reference.

General

1. All clients will be deemed to have accepted K9 Kindergartens terms and conditions (as laid out here) upon signing the Application Form.
2. Clients must provide all food and equipment necessary for the pet(s) so K9 Kindergarten can carry out the respective service as agreed (Collars, Leads, Tags, Medication, and Food etc).
3. I understand that K9 Kindergarten is not responsible for any lost, stolen, or damaged toys, leads, collars, harnesses, beds, tags, clothing or any other item left with my pet(s).
4. The client must provide K9 Kindergarten with the name and contact number of someone they trust and is capable of making decisions relating to the pet(s) in an emergency. If the contact is not available K9 Kindergarten reserves the right to consult with a Veterinary Surgeon and then make a decision which is in the best interests of the animal.
5. I understand that all dog(s) will remain on a lead unless K9 Kindergarten is confident that the dog will do a recall and a prior agreement has been reached and written permission has been received. I agree to assume full liability for damages to property or injury to my dog(s) or others if my dog(s) runs away.
6. I authorise K9 Kindergarten to obtain medical records and or treatment for my pet(s) in the event of injury or illness from my vet or from K9 Kindergarten's designated Emergency Veterinarian. By signing this document I further instruct said vet to provide such records upon request.
7. I understand that I am responsible for the medical treatment of any injuries or illness that my pet(s) receives whilst under the care of K9 Kindergarten. I agree to pay all costs for my pet(s) that may arise as a result of injury or illness, including Veterinary Care and costs as a reimbursement immediately upon collection of my pet(s) or when the services have been completed.
8. K9 Kindergarten must be alerted to any behavioural problems with my pet(s) at the time of booking, or any unwelcome behaviour that develops thereafter. Failure to do so may result in additional charges or cancellation of any future contract.
9. K9 Kindergarten will care for your pet(s) as you would, and whilst we will make every effort to ensure your pet(s) is well looked after in your absence, K9 Kindergarten cannot be held responsible for any loss, injury or death to your pet(s) either inside or outside of the home whilst in our care.
10. Charges are in accordance with our Price List which is available for inspection prior to any booking. We will always try to inform our customers of any price changes however we reserve the right to alter our charges without notification.
11. I give consent for my pet(s) to being photographed, videotaped, and/or used in any media or advertising by K9 Kindergarten without prior approval by me. All such photographs, etc are the property of K9 Kindergarten.
12. I understand and agree that each of the foregoing provision are separate and severable and shall be in force and effect on each and every occasion my pet(s) participates within K9 Kindergarten services: This statement shall remain in full force and effect as between the parties until and unless otherwise amended or revoked, cancelled or suspended in writing by both parties.



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Dog Day Care/Home Boarding

13. I understand and agree that by admitting my dog(s) K9 Kindergarten has relied on my representation of my dog(s) being in good health and has not harmed or shown aggression or threatening behaviour toward any person(s) or other pet(s).
14. I understand that during normal dog play, owners' dog(s) may sustain injuries. All dog(s) play is carefully monitored at K9 Kindergarten to avoid injury, but scratches, punctures, torn ligaments or other injuries may occur despite the best supervision. I realise that pads and paws may initially become sensitive and agitated until my dog(s) become used to running on different surfaces.
15. I agree to provide proof of my dog(s) vaccinations. If it is found that vaccinations have expired or are incomplete, K9 Kindergarten has the right to refuse service until current proof is provided.
16. I agree my male dog should be castrated (Veterinary proof will be required if your dog has been chemically castrated) over the age of six (6) months to enrol with the K9 Kindergarten Day care service. Bitches will not be accepted within K9 Kindergartens Day care service when in season.
17. I understand that even if my dog is vaccinated for Kennel Cough (Canine Infectious Tracheobronchitis) there is a chance that my dog can still contract Kennel Cough. I agree that I will not hold K9 Kindergarten responsible if my dog contracts Kennel Cough whilst using K9 Kindergarten's services. I agree to notify K9 Kindergarten of any infectious and/or contagious disease or conditions my dog has been exposed to or affected by.
18. I agree to ensure that my dog(s) has eaten **at least 2 hours before arrival** at K9 Kindergarten so they have time to digest their food before all the excitement. I understand that failure to do so may result in 'Bloat' (Gastric Dilation-Volvulus) which is a serious life threatening condition (particularly in deep-chested dog breeds).

Dog Walking/Puppy Visits

19. Walks will last for Forty Five (45) minutes starting from the beginning of the walk. K9 Kindergarten reserve the right to alter the walking time should K9 Kindergarten deem necessary and it is in the best interest and safety of your dog(s) (e.g. weather conditions, injury, age of dog etc).
20. When your dog(s) are under the care of K9 Kindergarten a suitable collar and lead must be provided. Please note **The Control Of Dogs Order 1992** mandates that any dog in a public place must wear a collar with the name and address including post code of the owner engraved or written on it or engraved on a tag, whether the dog is chipped or not.
21. It is the Dog Owners responsibility that the equipment provided to control their dog is safe and secure. K9 Kindergarten is not liable for any faults in this equipment which results in an accident or injury to the dog such as a slipped collar, snapped buckle\clip or broken lead attachment ring.
22. K9 Kindergarten are not required to feed your dog(s) other than training treats unless at the owners request and a suitable resting period has passed before or after exercise and prior arrangements have been made. K9 Kindergarten will always ensure fresh water is available after the walk. K9 Kindergarten strongly advises that dogs are fed **at least one hour before or after** walks for health reasons.
23. K9 Kindergarten will always try to return your dog(s) reasonably clean and dry however owners will be responsible for restricting their dog's access within their house particularly when it is likely the dog could be dirty and wet. K9 Kindergarten will not be held responsible for any damage caused by the dog in its own household. Please provide a suitable towel if you would like K9 Kindergarten to 'rub down' your dog(s) after their walk.



24. K9 Kindergarten will supply 'poo' bags and will always clear up after your dog and dispose of their waste correctly.
25. If your dog(s) is not walked directly from their home they will be transported to a suitable walking location by car/van. They will be transported in a secure dog travel crate or secured with a dog safety belt in the back seat for the full duration of the journey.
26. In case of sickness of your usual Dog Walker K9 Kindergarten will endeavour to provide another Walker who has been vetted by K9 Kindergarten and works under our instructions and is covered under the K9 Kindergarten Employee Liability Insurance (this will not be done without your prior consent).

Cat and Small Animal Care

27. CAT FLAPS: K9 Kindergarten will not be held responsible for any injury, disappearance or death of any cat with access to the outdoors. I, the Owner understand that use of a cat flap increases the risk of accident or injury to my cat(s) safety or any incidents or accidents to our property.
28. It is the Owners responsibility that the housing provided for their Rabbits/Small Pets is safe and secure. K9 Kindergarten is not liable for any faults in this housing which results in an accident, injury or the animal escaping.

Pet Taxi

29. Clients must notify the Veterinary Surgeon that K9 Kindergarten will be attending the appointment on their behalf and ensure that arrangements for payment have been made with either K9 Kindergarten or the Veterinary Surgeon.
30. Any Owner wishing to accompany K9 Kindergarten whilst their pet(s) are being transported accepts that they do so at their own risk and that K9 Kindergarten does not accept any liability for any accident, injury or delay incurred during transportation.

Notice and Cancellations

31. Notice: One week or one month by either party (depending on payment terms)
32. Cancellations: K9 Kindergarten will give as much notice as possible. Clients should give a minimum of one weeks' notice for holidays, days off etc. Exceptions being sudden illness (as much notice as possible on the day would be appreciated) or Bereavement.

Payment

33. Full payment is required at the beginning of all services.
34. All payments are accepted and receipted.

Security

35. Please tell your Home Insurers that someone will be visiting whilst you are away.
36. All Clients keys will be locked away securely when not in use. Keys held temporarily for visits will be returned as soon as Clients inform us of their safe return, and of course, that full payment has been received for services rendered.
37. Client confidentiality will be maintained at all times, client details will be kept private and will never be used for any purpose other than caring for your pet(s)