



Terms and Conditions

(from February 2016)

General to all Four Paws Services

1. By attending doggie daycare, kennels or using any of Four Paws Pet Services you agree to all terms and conditions detailed below. You agree it is your responsibility to keep abreast of any and all changes to these conditions and will sign a declaration agreeing this on your enrolment form.
2. All dogs may be required to use the pet taxi service as dictated by Four Paws staff. Animals are always crated during transportation for their own welfare and safety.
3. All other services must be paid for at the time they are rendered. Fees not paid on time will be liable to a 4% late payment charge. Fees can be paid via bank transfer or cash only at reception.
4. Four Paws holds public liability insurance. This does not cover any injury incurred by a dog in our care through interaction with other dogs, however the injury occurred.
5. If an incident occurs, Four Paws staff will give dogs concerned a cursory examination. However, Four Paws are not trained veterinarians and will not be liable for the treatment, diagnosis or location of any injury sustained on the premises. If your dog is involved in a known incident at Four Paws you will be informed and the decision to seek veterinary care is at your discretion and cost. Four Paws strongly advises insurance for all pets to cover any injury/illness regardless of where incident may occur.
6. In the event of an animal requiring urgent/emergency veterinary attention Four Paws will seek veterinary advice and any/all treatment will be at your cost. You agree to reimburse Four Paws for any additional fees arising from emergency care including (but not limited to) housing, food, supplies and transportation.
7. Collars must be worn at all times with full identification tags as required by law, containing the name and address of owners. All dogs must enter and leave daycare on a lead and at no time must be loose on the premises including the parking area.
8. All children under 14 years of age must remain in vehicles on the Four Paws site and are not allowed on the yard area or in reception for health and safety reasons.
9. All dogs must have up to date standard vaccinations including the Kennel Cough vaccine. Documentation is required by Four Paws prior to your dog's attendance.
10. There is a 5mph speed limit on the site. Persistent speeding by drivers on the site may result in Four Paws being unable to care for your dog.
11. The whole of the Four Paws site is no smoking and we ask you to respect this by not disposing of cigarettes on the site.
12. Photographs and videos of dogs in Four Paws care maybe used in promotional material or posted to social media sites such as Twitter and Facebook. By using our services you accept and authorise all use.
13. Four Paws will not be held liable to the injury, death, disappearance or fines accrued by any animal in their care unless falling under the requirement for public liability insurance.
14. All dogs are walked on lead and Four Paws require written authorisation to allow them off lead. It is your responsibility to provide appropriate leads/collars which are correctly fitted.
15. Four Paws are able to hold house keys. Should you wish us to hold house keys you can be assured of its security and safety as no key bears an address. Keys must be provided to Four Paws at the owners cost.
16. Four Paws do not accept any liability for items left with your dog during their stay. We recommend labelling all articles with your dogs' name and surname to help prevent misplacement.
17. If medication is to be administered to dogs in our care, full details of dosage and direction must be written on your booking in form upon arrival. You accept that medications will not be dispensed by a veterinary professional or anyone who holds such qualifications.

Four Paws Dog Services Ltd
Company registration number: 07324402

The Rushes, Norley Road, Cuddington, Northwich,
Cheshire CW8 2TB
Tel: 01606 883311 or 07976534572
www.fourpawspetservices.co.uk
info@fourpawspetservices.co.uk

Four Paws Groom School Ltd
Company registration number: 08970517

The Rushes, Norley Road, Cuddington,
Northwich, Cheshire CW8 2TB
Tel: 01606 889022 or 07891938742
www.fourpawsgroomschool.co.uk
info@fourpawsgroomschool.co.uk

Four Paws Kennels Ltd
Company registration number: 09541173

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Doggie Daycare

1. All dogs must pass the standard induction process (currently £5) before being admitted into daycare. At any time if your dog's behaviour is judged to be dangerous or inappropriate by Four Paws staff your dog maybe excluded and no longer able to use the daycare service. Dogs which have not attended daycare in over 2 months will require re-assessment.
2. By attending daycare owners accept their dog will be interacting with dogs of all different breeds, sizes, genders and ages.
3. Although every care is taken and dogs are supervised at all times, daycare presents an element of risk. By attending daycare you are accepting these risks. Risks include (but are not limited to) the transfer of disease, bites, scratches and other injury.
4. Dogs not regularly exposed to the level of activity provided by Four Paws can experience (but not limited to) sore muscles, joints and fatigue. Dogs not regularly exposed to hard surfaces can experience (but not limited to) sore pads, blisters or abrasions to the feet.
5. Dogs not regularly socialised with other dogs may not know how to behave politely around other dogs. These dogs are at a higher risk of incident including (but not limited to) bites, fights, fear aggression, object guarding or behaviour problems.
6. Dogs at play during the regular daycare day can get dirty or wet. Grooms can be booked prior to the day.
7. Excessively long claws can cause injury during play. If your dog's claws are deemed too long by Four Paws staff you will be told about it. If on your dogs next day they are not a suitable length Four Paws will trim them at the standard cost of £7.
8. Water is available at all times in daycare however your dog maybe thirsty when getting home. Please be vigilant for excessive water intake as this can lead to stomach upset or other problems.
9. Four Paws Dog Services Ltd (Daycare) and Four Paws Kennels Ltd (Overnight) act as independent companies and as such are charged separately. Whilst staying with us your dog will enjoy a full day of daycare Monday to Friday and a half day of daycare on a Saturday and Sunday, charged at the current rates.
10. To gain a 10% discount on daycare fees, days must be booked and paid for in advance (by the last calendar day of the month previous to the dates booked).
11. Refunds will not be given for early collections from our daycare services.
12. In admitting your dog to our daycare you are confirming they are in good health, have had no communicable diseases in the last 30 days and shown no signs of aggression towards a person or dog.
13. Four Paws does not accept bitches in season, puppies under 6 months of age or entire males into daycare and relies on owner's word that these conditions are kept. Four Paws advises that bitches and dogs be neutered by surgical or chemical procedure by a veterinarian.
14. If at any time at daycare a dog is noticed to have fleas or ticks Four Paws will provide a treatment at the cost of £20. Four Paws highly recommends a flea and parasite preventative treatment, some of which are available in Four Paws reception.
15. All dogs must have an up to date daycare enrolment form on file with Four Paws including emergency contacts.
16. Opening times for daycare drop offs and collections are Monday through to Friday, 7.30am to 6.30pm. Four Paws closes promptly at 6.30pm. Any dog that is not collected by this point from daycare will be moved into our kennel facility and an invoice will be raised for the overnight fee. The dog will not be able to be collected until the following day (unless it is a Friday and then the dog will not be able to be collected until Monday). The site is not open to any members of the public on a Saturday or Sunday.
17. By attending daycare you are of the understanding your dog will be sharing accommodation with dogs from different households. In the event of injury or illness Four Paws and Cheshire West and Chester Council will not be held responsible. All reasonable precautions will be taken to ensure your dog's safety and well being whilst in our care.

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Overnight Kennel Stays

1. Four Paws Dog Services Ltd (Daycare) and Four Paws Kennels Ltd (Overnight) act as independent companies and as such are charged separately. Whilst staying with us your dog will enjoy our doggie daycare service every day.
2. Kennel bookings require the overnight fee to be paid in full to secure dates. No further discounts are offered to the fixed kennel and daycare rates. When your dog is staying with Four Paws, daycare fees are payable in full prior to the first day of your dog's stay.
3. Refunds will not be given for early collections from our kennels services.
4. In admitting your dog to our kennels you are confirming they are in good health, have had no communicable diseases in the last 30 days and shown no signs of aggression towards a person or dog.
5. All dogs must have an up to date overnight enrolment form on file with Four Paws including emergency contacts.
18. Opening times for overnight drop offs are Monday through to Friday, 7.30am to 2.30pm and Saturday 9am-12pm. This is to ensure dogs get chance for exercise before enjoying their first sleepover. Collections are Monday to Friday 7.30am to 6.30pm and Saturday and Bank Holidays 9am-12pm from the main Reception. Any dog that is not collected by these times will be moved back into our kennel facility and an invoice will be raised for the overnight fee. The dog will not be able to be collected until the following day (unless it is a Saturday and then the dog will not be able to be collected until Monday). The site is not open to any members of the public on a Sunday.
19. At Four Paws we feed Skinners Dog Food to kennelled dogs. There is a maintenance and gluten-free option which you will be asked to choose on your enrolment form. However, should you choose to provide your dog's regular food we ask it to come in a rodent proof container with use-by dates clearly visible. We also require that enough food be provided for the whole of your dogs stay with us.
20. Dogs not collected 7 days after their departure date will be considered abandoned and the dog warden will be contacted. In this case the dog warden will advise if we can re-home from our site or take the dog into the local authorities care.
21. Dogs staying in Four Paws Kennels will only be housed overnight with dogs from their own family, up to a maximum of 3 dogs per kennel. Four Paws accept no liability for injury occurred from one family dog to another or during regular daycare activities.
22. We request that you don't bring your dog's own bed to our facility. The beds we have available are designed to suit each kennel and run. However, if you would like to bring a blanket or a familiar toy from home, we are happy to let your dogs have them during their stay. All property should be securely name tagged though Four Paws do not accept any liability for items lost/stolen or damaged in our care.

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Dog Grooming

1. Four Paws groom by appointment only.
2. When booking your appointment you will be asked a number of questions to help determine how long the appointment will need to be.
3. Our guide prices are based on the time taken to groom a well behaved dog that is groomed regularly and with their coat in good condition.
4. Please supply a current mobile telephone number as reminder texts will be sent out a day or two in advance of your appointment.
5. Please ensure you arrive on time for your appointment, arriving late may incur a late fee. Arriving more than 15 minutes after your appointment time may result in your appointment being cancelled and a full charge being taken.
6. If you cannot keep your appointment please provide 48 hours' notice, last minute cancellations may result in a cancellation fee of £15 being made which would be payable before any further appointments could be booked.
7. Please ensure that your dog has had chance to exercise and toilet before arriving for your appointment.
8. Four Paws reserve the right to refuse to groom any dog that displays aggressive behaviour.
9. If a dog's coat is severely matted Four Paws will only attempt to de-matt the coat for a maximum of 20 minutes in accordance with the Animal Welfare Act 2006.
10. Four Paws reserve the right to perform a complete clip off of the dog's coat if the matting is severe enough to cause the dog discomfort and/or exceeds the 20 minute de-matting allowance.
11. If a complete clip off needs to be performed Four Paws will endeavour to notify you before doing so. However, if we cannot contact you and we believe the clip off is necessary on welfare grounds we will still undertake to clip off the coat.
12. Severely matted dogs will incur additional charges for de-matting and/or clipping off the coat. These charges will vary dependant on the time taken for the procedure but can range from £5 to £35.
13. Four Paws reserve the right to refuse to groom any dog that we deem too severely matted to safely carry out a clip off of the coat.
14. If you fail to disclose information about any allergies and/or skin conditions Four Paws will not be held responsible for any irritation, patchiness, abrasions or hair loss that may arise due to the grooming process.
15. If you fail to disclose information regarding any physical and/or medical conditions (such as elbow or hip dysplasia, epilepsy etc.) Four Paws will not be held responsible for any injury incurred during the grooming process.
16. Four Paws will not subject any dog to unacceptable levels of stress. If during the grooming process your dog finds any part of the grooming process too stressful that part will not be completed. If Four Paws cannot complete the groom price reductions may be implemented.
17. If your dog requires urgent medical attention while in our care, Four Paws reserve the right to seek veterinary attention at Hollybank Veterinary Centre, any fees incurred will be payable by the dog's owner.
18. A collection time will be agreed with you when you leave your dog with us. Please contact us if you are going to be late. Failure to collect your dog at the arranged time, or notify us that you will be late, may incur a holding fee.
19. All dogs must be collected by 6pm at the latest.
20. Your dog may be photographed and any photographs may be used on our website, social media sites and any other promotional material to provide illustration of the work we carry out.
21. Grooming appointments are payable by cash only
22. Payment is required on collection of your dog.

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Dog Grooming by Student Groomers

1. Dog grooms undertaken by a student groomer will be charged at £10 to cover salon costs.
2. Most breeds need professional grooming every 6-9 weeks and you will be given an appointment card for your next appointment before leaving Four Paws, please let us know if this appointment is not convenient so we can re-arrange it to suit you.
3. If no students are training when your appointment is booked, your dog will be groomed by a Four Paws employed dog groomer. These grooms will be charged at the standard breed price for your dog. However, as a thank you for your loyalty and continued support we will offer all approved dog models a 20% discount off grooms by a Four Paws employed groomer.
4. Whilst we strive for a high professional finish each time, we ask that you be mindful that students are learning and in some cases have only been grooming a few days. Therefore perfection maybe difficult to obtain.
5. Students and their dog models are supervised at all times by a Four Paws tutor.
6. The dogs welfare is our number one priority and styling decisions will be made according to this (i.e. a shorter clip if the dog is very matted.) However, your style preferences will be discussed when you drop your dog off at the salon.
7. Students need more time to complete each dog groom so all dog models are required for a full day at the salon. This is a 9.30am drop off and 4.30pm pick up if not individually arranged with the tutor.
8. If you are unhappy with any of these conditions, please talk to the Four Paws tutor before leaving your dog with us.
9. By leaving your dog in our care you are agreeing to these terms and conditions and those of all Four Paws services in full.

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