



## **The Hotel at Camp Tails** **Booking Terms and Conditions**

***We kindly ask our clients to carefully read our Terms and Conditions and be aware that when you make a booking with us, you are automatically accepting these terms and conditions.***

### **1) Bookings**

- I. Bookings will be made via our booking form, available to download and print here, or available from reception.
- II. If you require any assistance, please call or email us.
- III. We kindly ask you to complete all fields and include detail in your answers to help manage the care of your dog as much as we can to make it feel like a home from home.
- IV. All new guests will be required to come and visit us for an introduction prior to their stay and must be accepted into day-care to use the hotel service. This includes our temperament assessment and a trial night to ensure your dog will be happy staying with us.
- V. We encourage, for first time dog stays, to try and attend a few times for day-care only prior to any hotel booking to ensure they are suitable for our environment, get used to the staff and associate our play centre as the fun environment it is.

The Hotel is available for tours for set times during most days but strictly by appointment only.

### **2) Payments**

- I. After the reservation is made, you will receive an email with payment details for bank transfer. The deposit payment for 50% of the stay must be paid when making the booking to secure your stay via card or bank transfer.
- II. All fees are charged by the number of nights at the hotel and is inclusive of a 24hr period on the morning of the first night's stay with us until 10am on the departure day. You may collect after this time, but a standard day-care day will be charged in addition to the holiday stay.
- III. The date entered on the 'Booking Form' will prevail. This is because we can only take other bookings for periods that have not been booked by others.
- IV. All dogs are charged for the day of arrival to the day of departure regardless of time of arrival or departure.
- V. Drop off on first day must be between 9am and 11:30am.
- VI. Collections on last day must be between 9am and 10am (or the next day will be charged for day-care only at the current rate).
- VII.
- VIII. Certain periods will have a strict minimum booking requirement (i.e throughout the summer) until nearer to the time where rooms will be released if not booked.

### **3) Other expenses**

Any other expenses will be paid when you collect your dog unless booked in advance. We will let you know the exact amount before you arrive, pay by card or cash.

i.e.

Grooming

Bath

Nails

Treats

Off site Walk (by prior written consent and liability waiver only)

Toy

Vet fees

Medication



#### 4) **Cancellation fees**

- I. Prepaid bookings are **not refundable or transferable** for any reason.
- II. We do not give credit for early returns; you will be charged for the period booked.
- III. All prices charged will be at the rate prevailing at time of booking (as long as travel is within 6 months/same calendar year, if not at the prevailing rate at start of boarding).
- IV. Deposit of 50% is taken at time of booking and balance must be paid 4 weeks prior to first day.
- V. If there are any delays in collection, we reserve the right to not only charge for the additional days/night's stay but may incur a premium surcharge if additional costs are incurred by Camp Tails (i.e capacity / staffing issues).

#### 5) **Vaccinations**

- I. Please check your vaccination certificate!
- II. The vaccination certificate must be up to date at least a week prior to departure.
- III. You **MUST** send it by email prior to arrival
- IV. Owners must have their dogs vaccinated against:
  - Distemper
  - Leptospirosis
  - Canine Parvovirus
  - Para influenza
  - Kennel Cough
  -
- V. To keep ALL our guests safe, we also request that all our dog guests have been wormed and had an effective flea and tick treatment.
- VI. Please note: the infectious bronchitis vaccine does not give 100% protection against Kennel Cough and the owner takes full responsibility for this; the management of the hotel will not be liable if the dog catches a strain of kennel cough.
- VII. If a dog is found to attend with fleas an additional charge will be applied to bathe, flea treat and sterilise environments they have encountered.

#### 6) **Health & Hygiene, Maximum and Minimum Age, Females and Males**

- I. All our guests have their weight & diet monitored and their ears, eyes, teeth, coat, and faeces checked regularly for any irregularities or foreign bodies.
- II. Owners must declare any history of veterinary or behaviour problems that could reoccur while staying with us and to draw attention to any potential problems, phobias (or vices!) their dogs may have. The more we know about your dog, the more settled we can make them.
- III. If your dog has a medical condition of **any** sort, we must be notified at the time of booking. If we have not been notified of such a condition or course of medication, we reserve the right to refuse admission.
- IV. We also reserve the right to refuse admission to any pet which, in our opinion, is showing signs of ill health OR aggression.
- V. All dogs must be covered by a known flea treatment, such as 'Frontline', 'Stronghold' or 'Advantage' before they are boarded. These products have varying lengths of effectiveness. Animals that arrive with fleas will be administered such a product and charged accordingly. We do not accept any responsibility for dogs who catch fleas whilst staying at The Hotel at Camp Tails.
- VI. We are happy to accept bookings for unspayed bitches; however, we do not accept bitches due or in season.
- VII. If an unspayed bitch comes into season during stay with us, additional fees will apply due to the additional care and cleaning that will be required.
- VIII. We are happy to accept unneutered males if they are regular attendees at Camp and have not received any strikes due to behaviour. By booking you accept Camp Tails direction of timing to castrate your dog and if strikes are given prior to your booked stay you accept the possibility of losing your deposit and stay if decision to not castrate is taken.
- IX. We don't accept pregnant bitches.
- X. If your dog falls pregnant after booking you will lose 100% of your deposit.
- XI. In normal circumstances we would operate a minimum age policy of 3 months. We do not operate a maximum age policy (we love the old ones!), but will tailor their day-care experience accordingly.



- XII. All dogs will be checked upon leaving the hotel in front of you, when you come to collect them. It is now that you must discuss any concerns regarding your dog's health.
- XIII. While all reasonable precautions are taken in the care of all animals boarded at Camp Tails it is distinctly understood that no liability is accepted for any death, loss, injury or illness due to escape, accident, infection or any other cause whatsoever suffered by any boarder in our care.
- XIV. In the event of the death of any animal in our care, a veterinary opinion as to the cause of death will be sought. This will be at the expense of the owner.

**7) Medication**

- I. At Camp Tails, we can administer medication if required, and there is NO CHARGE for administering any kind of medication for your dog.
- II. Any medication required for the dog will be discussed and (if agreed) added to the Booking Form.

**8) Belongings and bedding**

- I. Everything your dog requires for their stay here is provided with the exception of meals.
- II. We understand that dogs may enjoy the comfort of familiar items during their time away from home, so you are welcome to send their belongings as in bed or blanket.
- III. All belongings left with the dog are left at the owner's risk. We cannot be held responsible for damage or loss of these items and reserve the right to discard any item due to the health & safety and hygiene condition.

**9) Diet and nutrition**

- I. We strongly recommend your dog be kept on the same diet. We request you bring enough food for the duration of your dog's stay, with a spare meal in case of unforeseen circumstances. If insufficient food is supplied at the start of the hotel stay you agree to refund the costs incurred purchasing more food.
- II. We kindly ask food to be portioned accordingly where possible to make feeds as easy as possible, but also provide precise weight for how much your dog requires per meal.
- III. Dogs will be generally fed in the mornings before day-care, and evenings after day-care, unless owner's instructions state otherwise on the Booking Form. We will tailor it exactly like you instruct us.
- IV. We will follow your instructions on how many and which type of treats your dog is used to each day to keep to the routine they are used to at home.

**10) Photography and social media**

- I. During their stay, we will take pictures of your dog/s, some of which may appear on our website, Facebook, Instagram, or other social medias.
- II. We assume consent is provided for such usage, unless specified by you either before, or at the latest, upon commencement of the stay.
- III. If you wish your dog not to be photographed, please let us know before accepting the Booking.
- IV. After posted, pictures and videos won't be deleted.

**11) Difficult behaviour and Special Care**

- I. Details of any behavioural problems must be written on the admissions form and discussed with the Hotel Management prior to booking.
- II. Any destructive behaviour causing damage to the hotel property will be charged to the client.
- III. You agree to provide Camp Tails with full and detailed information about your dog. In particular, you undertake to make a full and frank disclosure on the booking form of any matter, fact, or characteristic concerning your dog which might impact on the care of your dog including, but not limited to, behavioural or health matters, anti-social behaviour including aggression, separation anxiety, destructive behaviour, excessive pulling on the lead, propensity to run away on walks or from the home/garden, incontinence, phobias or fears, excessive loud barking or whining.
- IV. Should the dog show aggressive behaviour to a dog auntie or uncle, dog handler or their behaviour becomes uncontrollable or a nuisance beyond reasonable acceptance, the dog will be placed in an alternative safe environment and if the dog is in distress, we will call you or your emergency contact



and explain the circumstances. As a last resort, we would recommend that a next of kin come to collect your dog or we can deliver him/her at an additional cost.

- V. The client further agrees that if their dog attacks, or is involved in a fight with another dog, (and/or person) causing injury to that dog (or person) they will be responsible for any losses incurred thus including, but not limited to, payment of veterinary fees in respect of injuries to another animal caused by their dog.
- VI. *Please note:* We do not encourage dogs with aggressive or destructive temperaments, and we are unable to accept dogs that are subject to the terms of the Dangerous Dogs Act 1991.
- VII. In cases where dogs are left that prove to be aggressive towards other dogs or staff, or destructive to our facilities, we will contact you to arrange their removal.
- VIII. All damage caused by a dog to any area will be chargeable to the owner. There will be no refund of the boarding fees you have paid to Camp Tails and any additional fees charged will be payable by you.

### **I 2) Veterinary Attention**

- I. Any problem arising during your dog's stay with us, that may require Veterinary attention you hereby give Camp Tails permission to act accordingly in the interest of your dog's health and wellbeing. Any veterinary visit of an urgent nature will be reported to the owner or the emergency contact person at time of decision.
- II. Whilst animals boarded at Camp Tails receive every care and attention, they are boarded at the risk of the owner.
- III. Should the Emergency Contact specified on the booking form not be available during an emergency, agreement is given to Camp Tails to make any decision necessary regarding the dog's health provided it is acting in the best interests of the dog and is on the advice of a qualified veterinary surgeon.

### **I 3) Liability**

- I. Although we make every effort to ensure your dog is cared for to our usual high standards, we cannot be liable for loss, injury or death, whether due to your dog's behaviour or otherwise.
- II. Everything we have set up, daycare, hotel, grooming or otherwise has been developed and managed to mitigate risks to our animals and staff but working with animals will always pose a small element of risk.
- III. We cannot be held responsible for any injury caused from one dog to another that comes from dog behaviours.
- IV. We take FULL responsibility for ANY damage or injury caused by our staff.
- V. We reserve the right to update these terms and conditions as needed.
- VI. Camp Tails are covered by business public liability insurance with care custody and control extension liability to animals. Insurance does not cover any costs that may be incurred, either veterinary or other as a result of sickness, accident or damage caused to or by any guest dog. It is recommended but not essential that client's take out their own veterinary insurance and leave policy details on record.

### **I 4) Abandonment**

- I. We cannot imagine for a second this will apply but Any dog that is not collected, and the owner or emergency contact **CAN NOT BE FOUND OR HAVE NOT CONTACTED** Camp Tails within **7 days after** the due collection date stated on the booking form, it will be considered that the dog has been abandoned.
- II. It is your responsibility to have something in place with your emergency contact in the event of issues on your holiday / return.
- III. The management of the hotel reserve the right to re-home, or any other action regarding the dog at their discretion.
- IV. Any costs incurred will be the responsibility of the owner.
- V. The fee for abandonment of a dog left in our care is **£2,500** (two thousand, five hundred pounds).
- VI. This will be charged to your credit/debit card held on file at time of booking.
- VII. We strongly state, that we are **EXTREMELY AGAINST** the abandonment of any dog.
- VIII. We will also communicate to the authorities about the abandonment of the animal following the Abandonment of Animals Act 1960 that stays with us, to be a crime.



<b>CUSTOMER AGREEMENT</b>
<b>To be signed and kept with booking form prior to acceptance of any stay at Camp Tails</b>
I hereby acknowledge I have read, understood and accept Camp Tails terms of use including Camp Tails standard Daycare terms and conditions (available online).
<b>CUSTOMER NAME:</b>
<b>CUSTOMER SIGNATURE:</b>
<b>DATE:</b>

NB Can be signed online via form on bookings page.

CREATED ON	BY	VERSION	NOTES	REVIEW
1 <sup>st</sup> January 2023	J D Kay	Original		Jan 2026