

Boarding / Day-care

- No dog can stay on the premises until a familiarisation visit to our home has been completed, there is no charge for this.
- No dog may stay on the premises until they have completed a test day (day-care) or overnight stay (boarding), these are charged at the standard rate.
- Up to date vaccinations or titer test results are required to be seen prior to your dogs stay.
- All dogs must be microchipped.
- Kennel cough vaccinations are not required but are advisable.
- We do not accept unneutered males over 12 months old.
- We do accept unneutered females of any age, you must make us aware if they are expected to be or are in season, we may not be able to accept them if so. Any extra costs incurred because a bitch has come into season whilst in our care will be chargeable.
- We do not accept large breeds for boarding and day-care.
- We do not accept dogs who have an excessive barking issue, as a residential home we respect our neighbours.
- You (the owner) will provide enough food for the duration of your dogs stay. If we are required to supply extra food, this will be charged at cost.
- You (the owner) will provide suitable bedding for your dog(s) unless agreed otherwise.
- Your dog(s) will wear a collar provided by K9smart with an ID tag with K9smarts details on for the length of their stay.
- Any damage caused by your dog(s) to our home or property beyond what would be deemed normal wear and tear must be paid for in full within 7 days.
- Booking is secured by a 25% booking fee payable within 7 days of being invoiced. Until payment is received your booking will remain provisional and will be cancelled if not paid within the specified timeframe.
- If you need to cancel your booking you will be given a full refund if more than 4 weeks notice is given. If under 4 weeks the following will apply: -
Less than 4 weeks but more than 2 weeks - 50% of the total invoice to be paid.
Under 2 weeks notice - The full amount to be paid.
- Should you decide to collect your dog(s) before the agreed collection date you will still be charged the full fee.
- Full payment must be made by commencement of the stay.
- Your dog(s) may be left on their own for up to 3 hours in any 24-hour period if necessary.
- We reserve the right to place your dog(s) in a boarding kennel if your dog(s) becomes aggressive towards any other dog(s) or person, becomes destructive in the house, displays excessive barking or is not collected on the agreed date. You will be responsible for all costs incurred and there will be no refund of the boarding fee.

Dog Walking

- All dogs will be assessed prior to their first booking with a “meet and greet”, there is no charge for this.
- All dogs will be required to go on two test walks within a group, these are chargeable at the standard rate.
- Dogs will only be exercised on lead or longline unless consent is given on the registration form. Even with consent it is at the walker’s discretion.
- We will apply personal judgement and cut short or cancel a walk if deemed necessary due to extremes of weather or other factors e.g. behaviour or injury.
- We will not walk in season bitches.
- You may cancel your booked slot and provided you give a minimum of 24 hours’ notice you will not be charged. However, if cancellation is made within 24 hours of the walk commencing, the full amount will be charged.
- Agreed walk times are estimates only.

Home Visits

- K9smart will dispose of pet(s) waste on site; however, you (the owner) will ensure there is an adequate supply of bags for this purpose and indicate your preferred method/location of disposal. You (the owner) will supply enough provisions for your pet(s) for the duration of the visit(s).
- K9smart will clean up after pets to the best of our ability. You (the owner) will make available cleaning materials in the event of any pet ‘accidents’ within the property.
- You (the owner) will show K9smart the location of appropriate cleaning materials. For example but not limited to: plastic bags, disposable gloves, towels, disinfectant, paper towels and bin bags. K9smart cannot be held liable or responsible for any stains, marks or damages caused by you (the owner) or K9smarts attempt to clean up.
- You (the owner) will provide all required materials, food, water etc required to complete the required services.

Keyholding

- You (the owner) agree, by signing the key holder agreement that this will safeguard K9smart in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.
- Where it is necessary for K9smart to hold keys to a property, you (the owner) will provide one of each key required. Keys will be kept securely in a locked safe cabinet when not in use.
- Keys will be returned in person only, we will not post through the letterbox or leave in an unattended location.

General

- K9smart hold all required insurance including Public Liability Insurance relative to the services performed for you (the owner). It is agreed by the Parties that it is you (the owners) responsibility to ensure that the property, its contents, and pets are adequately insured throughout the duration of any agreement.
- It is you (the owners) sole responsibility to ensure the information provided is honest and up to date, you (the owner) agree to accept any decision made by K9smart in the event of not being able to contact you (the owner) or agreed emergency contact as a result of out of date or incorrect information being held by K9smart.
- You (the owner) are responsible for the full cost of treatment of any injuries or illness that your pet receives while under the care of K9smart, together with any associated costs e.g. call-out charges. You (the owner) authorise K9smart to seek such veterinary advice and/or treatment as they deem necessary; where possible this will be carried out by you (the owners) usual/preferred vet, but in some cases this cannot be guaranteed (e.g. in an emergency) and you (the owner) accepts that K9smart may at their discretion use any registered vet. You (the owner) agree to pay all such costs promptly and in accordance with the vet's own terms and conditions.
- It is the sole responsibility of you (the owner) to ensure that K9smart is made fully aware of any pre-existing or current health issues that your pet has. K9smart cannot be held liable for any actions or omissions which result in problems or complications for anything not disclosed.
- Your dog will be transported either crated or caged in our car or van.
- Your pet(s) picture may be posted on our website and social media pages, unless explicitly prohibited by you (the owner)