

Ellie's Doggie Retreat

Home boarding for dogs

Policies and Procedures

(In line with The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018)

1. LICENCE DISPLAY

- A copy of the license is displayed in the front room window (public facing) along with the service providers DBS certificate and qualifications displayed in the porch.
- This licence and number will be clearly displayed on the website and social media pages.

2. RECORDS

A register will be kept of all the dogs at the premises which must include:

- the dates of each dog's arrival and departure
- each dog's name, age, sex, neuter status, microchip number and a description of it or its breed
- the number of any dogs from the same household
- a record of which dogs (if any) are from the same household
- the name, postal address, telephone number and email address of the owner of each dog
- and emergency contact details
- in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency
- the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog
- details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise
- details of the dog's diet and related requirements
- owner consent forms
- a record of the date or dates of each dog's most recent vaccination, worming and flea treatments
- details of any medical treatment each dog is receiving

All records that Ellie's Doggie Retreat are required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible & legible form.

All such records will be kept for at least three years beginning with the date on which the record was created. Electronic records will be backed up.

3. BOOKINGS

- A booking shall be made by completing a Booking Form and not accepted until a booking confirmation letter has been issued by *Ellie's Doggie Retreat* and received by the Client as well as
- Service agreement (Terms and Conditions), Veterinary Release Form Owners Consent Form and any other necessary forms to be completed, and payment made in accordance with the price quoted.
- For new Clients, a meet and greet by *Ellie's Doggie Retreat* will be required.
- Bookings may be accepted up to 24 hours before service begins but payment in full will be required for all bookings made less than 14 days before service begins.

4. USE, NUMBER AND TYPE OF ANIMAL

- *Ellie's Doggie Retreat* licence applies only to the home boarding of dogs and day care for dogs.
- *Ellie's Doggie Retreats* licence conditions clearly state the numbers (4) of dogs permitted at the premises and must not exceed this.
- Each dog or dogs from the same family unit (including those permanently on the home boarder's premises) will have access to a room for itself, where it can sleep, go to hide, and be kept separate from other dogs, particularly if the Service provider is absent.

5. STAFF & TRAINING

- Provision for a competent person to assist with care and supervision if the licence holder is absent for an extended period will be available in emergencies.
- The licence holder has the competence to identify the normal behaviour of dogs and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour. This includes dog welfare, including recognising poor welfare and understanding the 5 welfare needs.
- Procedures are in place for any person under the age of 16 years who resides at the home.
- The Service Provider will continue to engage with courses, written or online learning, keeping up to date with any research or developments for dogs. (See training log document).

6. SUITABLE HOME ENVIRONMENT

Home Condition

- Dogs will be accommodated within the home, which is well maintained, in good order and in good repair.
- Natural lighting is within every room throughout the day.
- All appliances present minimal risks of injury, illness and escape.
- There will be no use of external construction of buildings, cages or runs for the home boarding of dogs. The accommodation provided covers two areas;
 - **Indoor:** There is sufficient space available to provide an individual sleeping area for each dog with the ability to keep each dog in a physically separate room if required. This also allows each dog the choice of somewhere to go. Each room has secure safety gates for health and safety
 - **Outdoor:** There is direct access to a suitable and secure hazard free external area/garden. The garden is owned by and only used by the licence holder and not shared with other properties. The home includes its own entrance and side gate leading to the enclosed garden and two additional entrances to the house (garden room and the kitchen). All gates and doors are secure and lockable.
- Dogs from different households will only be boarded at the same time with the written consent of every owner. There will be a mandatory and documented trial familiarisation session for all dogs prior to stay.
- Each dog will be provided with its own designated room, where it can be kept separate from other dogs.
- Once dogs are familiarised with each other they may want to be together and will not be shut in their own room alone. Dogs from the same household can be kept together with written consent from the owner.
- Each dog will have a clean, comfortable and warm area within its designated room where it can rest and sleep. The sleeping area will provide a clean resting place for comfort and warmth and be situated out of draughts. The sleeping accommodation floor area allows the dog to be able to sit and stand at full height, stretch, wag its tail and to walk and turn around without touching the sides. The available/clear floor area is a minimum of twice that required for a dog to lay out flat.
- Written consent will be obtained from the owner to keep dogs together in a designated room. Each dog (or dogs) from the same household must still be allocated a designated room. The licence holder will separate dogs into different rooms should the need arise.
- Unneutered bitches will be prevented from mating. In season bitches will not be accepted for boarding with dogs from other households. Entire males will not be on the premises if an in-season bitch is boarding.

Bedding

- All beds and bedding areas are kept clean, dry and parasite free.
- Unless instructed otherwise by the dog's owner, soft bedding materials will be provided and adapted if necessary, for old, young or infirm dogs to help regulate their body temperature.
- If a dog chews or destroys its bedding, it will be replaced with an alternative.
- Bedding is made of a material that is easy to wash/disinfect. Bedding will be changed, cleaned and disinfected between dogs.

Crates

- A dog will not be kept in a crate unless: (a) it is already habituated to it, (b) a crate forms part of the normal routine for the dog; (c) the dog's owner has consented to the use of a crate.
- The crate, of a suitable size and construction, must be provided by the owner. Any crate provided in which a dog is kept must be in good condition and sufficiently large for the dog to sit and stand in it at full height, lie flat and turn around.
- Some dogs may choose to sleep in their crate during the day and overnight. The crate door will be left open to allow the dog to choose where it sleeps.
- Any crate in which a dog is kept must be in good condition and sufficiently large for the dog to sit and stand in it at full height, lie flat and turn around.

Equipment

- All areas, equipment and appliances to which the dogs have access will present minimal risks of injury, illness and escape. They are constructed in materials that are robust, safe and durable, in a good state of repair and well maintained. There are no sharp edges, projections, rough edges or other hazards, such as chemicals and loose cables, which may present risk of injury to a dog.
- No standing water from cleaning or urine will be present. Drainage will be permanently unblocked, with liquids able to run off into drains immediately. Any drain covers in areas where dogs have access will be secure
- Doors and windows to the outside are escape proof, securable, strong enough to resist impact and scratching, and to prevent injury. External doors/gates are lockable. The Service Provider has easy access to keys and/or any key code in case of emergency.
- All outdoor fencing is strong and rigid and kept in good repair to provide an escape and dig proof structure.
- Timber used is of good quality, well maintained and any damaged areas sealed or over-clad. Wood is smooth and treated to render it impervious.
- All interior surfaces to which dogs have access are maintained in good order and repair, smooth, impervious and able to be cleaned. These are kept suitably clean. Floors are non-hazardous for dogs to walk on, in particular to avoid slipping.
- Any electrical sockets and appliances in the dog designated rooms and where the dogs have access to are secure and protected against damage.
- The Client shall provide secure collars with name/address tags and supply leads.
- The Service Provider will provide their own name/address tags for pets while in their care.

Environment

- Each designated room has a secure window to the outside that can be opened and closed as necessary. Window opening restriction devices are used as necessary to prevent access/escape.
- Each designated room has a securable, full height door for access and security. Where appropriate, doors to designated rooms will be kept shut at night. Each designated dog room has a secure latch or other secure closing device.
- Dogs will not be restricted to areas when climatic conditions may cause them distress.
- Temperature regulation will aim to keep the ambient temperature above an absolute minimum of 10°C and below a maximum of 26°C.
- Dogs will be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance steps will be taken to ensure the welfare of the dog. A dog will be able to remove itself from a direct source of heat.
- Ventilation is provided to all interior areas to avoid excess humidity.
- Heaters will not be sited in a manner or location where they present a risk of burning or electric shock / electrocution to dogs or humans, or a risk of fire.
- Excessive noise will be avoided.
- Dogs will not be exposed to draughts.

Cleanliness

- The licence holder will ensure that dog's benefit from adequate routine grooming and other health regimes as needed and agreed with the owner e.g. cleaning of eyes or keeping long fur from matting. This should include attention to coat, teeth, ears and nails and inspection for parasites.
- Dogs will have regular opportunities throughout the day for toileting in the secure area and/or during exercise, taking into account individual needs. They will have at least 4 opportunities per day or constant access during safe weather conditions. Dogs will be walked twice a day at a minimum of 30 minutes per walk.
- Designated rooms will be inspected daily and kept in a clean condition, in accordance with the documented Cleaning and Disinfection Procedure (see Procedure's document).
- Dogs will be removed from their designated room whilst it is being cleaned.

Transport

- Transport will be in accordance with existing legal requirements.
- Dogs will be suitably restrained using a dog crate, dog guard or transport harness.
- Dog crates are of adequate size, designed to provide good ventilation and firmly secured, out of direct sunlight and away from heating vents.
- Vehicles are regularly cleaned and disinfected.
- Leaving dogs in vehicles is minimised and dogs will never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal.
- If transporting dogs by road, sufficient breaks will be offered for water and the chance to go to the toilet.
- Where the business uses vehicles to collect and return dogs, the dogs will be collected from and returned to houses on a lead to minimise the risk of any dog escaping.

Attendance

- Dogs will not be left unattended in any situation or for any period likely to cause them distress.
- Dogs will have human company and will not be routinely left alone for more than three hours in a 24-hour period, or shorter intervals as necessary for the individual health, safety and welfare of an individual dog.

- There will be a designated other person who can cover any emergency or absence of leave so that the dogs are never left alone

7. FEEDING REGIMES

- The client shall provide sufficient food and any treats for their pet (s) for the duration of the service.

Water

- Fresh water for each dog on a daily basis in separate water bowls.
- Water will be changed once daily or sooner if visibly soiled/contaminated.
- Water bowls will be cleaned daily and disinfected at least once a week. Damaged bowls will be thrown away.
- Water bowls are kept separate from food bowls and positioned in several areas around the kitchen to allow all dogs to access water.
- When dogs are confined to their designated rooms a water bowl will be provided in that room.

Feeding

- All dogs will be fed separately unless the owner has given permission for them to be fed together with other dogs.
- Dogs that show signs of aggression when fed shall be fed separately.
- Dogs must be separated for feeding unless written consent from the owners has been provided.
- Adult dogs will be fed at least once per day and in accordance with the individual dogs needs and agreed with the dog's owner or vet.
- Food intake will be monitored daily, and veterinary advice sought if a dog has not eaten for 24 hours.

Preparation & Hygiene

- Dry food will not be left out for more than 24 hours and kept in the designated dog cupboards next to the fridge
- Storage provides protection from vermin, and all food stored inside the premises is in cupboards designated to dogs (next to fridge) or a refrigerator out of reach of any dog.
- Hot and cold water, soap and hygienic hand drying facilities are in place, and there is suitable drainage.
- In preparing food clean, separate dry surfaces and utensils are used.
- When feeding wet food uneaten wet food is removed before next feeding time.
- All dry and wet food, and treats, are stored according to manufacturer's guidelines.
- A separate work surface area is designated to preparing feed for dogs (next to fridge)
- Refrigerator available if required.
- Should dietary concerns arise the owner (or if unavailable, the owner's emergency contact) will be contacted. A consent form will be signed by the dog owner for the Service Provider to contact the registered vet or prescribed vet for advice and/or treatment. Following veterinary advice Details of the vet advice and/or treatment will be recorded and supplied to the owner.

8. MONITORING OF BEHAVIOUR AND TRAINING OF ANIMALS

Environmental Enrichment

- A programme will be agreed with the owner of each dog setting out enrichment both inside and outside including grooming activities, socialisation and play. All dogs will receive appropriate toys and/or feeding enrichment unless veterinary advice suggests otherwise. Owner's written consent will be obtained. Potential competition between dogs will be avoided when feeding enrichment takes place and use of items will be monitored. Items will be checked daily to ensure they remain safe. Damaged items will be removed from use.
- For dogs whose welfare depends partly on exercise, opportunities to exercise which benefit the animals' physical and mental health will be provided, unless advice from a veterinarian suggests otherwise.

Exercise

- Prior written consent from owners will be obtained to: (a) Enable a dog to be walked outside the home environment/garden, (b) Enable a dog to be let off the lead and (c) Enable a dog to be walked with dogs other than those from its household.
- Exercise will involve at least two 30-minute walks per day as appropriate for its age and health or one walk and another spell of positive interactive play time for at least 30 minutes.
- Consideration will be given to life stage, physical and mental health and breed when planning daily exercise.

Training Methods

- Where used, training methods or equipment will not cause pain, suffering or injury. Training will be reward based (i.e. reward desired behaviour and ignore unwanted behaviour).

Dogs Under One Year

- All dogs under 12 months will be given suitable and adequate opportunities to: (a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and (b) become habituated to noises, objects and activities in their environment. Documented processes are in place to accommodate the needs of dogs under one year of age. (See Procedure's document).

9. ANIMAL HANDLING AND INTERACTIONS

- Dogs will always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress. Dogs will never be punished so that they are frightened or exhibit aversive behaviour.
- Those involved in home boarding, including all family members over the age of 16, have the competence to handle dogs correctly and be able to identify dogs that are anxious or fearful about contact. They will have the ability to recognise and act upon undesirable behaviours.
- The dogs will be kept separately or in suitable compatible social groups appropriate to the individual dogs. No dog will be isolated or separated from other dogs for any longer than is necessary.
- Written procedures are in place for both all newly introduced dogs and for dogs under one year, including being kept away from other dogs, if required. Introductions to other dogs, other animals, people and equipment will be supervised and monitored. (Procedure document).
- All dogs will have regular daily opportunities to interact with people where such interaction benefits their welfare.
- There are no cat's resident on the premises.
- There are no cats or small pets' resident on the premises.
- A change in a pet's routine and circumstances can cause varying degrees of distress and unpredictable or abnormal behaviour, particularly if their owner is on holiday. Pets have no concept or ability to understand that their owner's absence is temporary, and they will be coming back. The Service Provider understands this and will offer comfort and reassurance whilst trying, as far as is practically possible to maintain the pet's normal daily routines.
- There will be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time. This will include positive interaction with people and additional forms of toy and food enrichment and will take place at least twice a day.
- No more than 4 dogs per person will be walked at one time and the owner's consent is needed to walk with another dog. Dogs will be familiarised with each other beforehand.
- Dogs which cannot be exercised will be provided with alternative forms of mental stimulation.
- Outdoor areas will not be used by more than one dog at any one time unless they are from the same household or prior written consent has been obtained from owners.
- The outdoor area will be cleared of all potential hazards after each use. Faeces will be picked up between dogs/occupancy and at least twice daily.
- Dogs will not have direct access to bins. The outdoor/garden area of the premises and any other area to which the boarded dogs may have access, will be secure and safe.
- Dogs will be prevented from having unsupervised access to ponds, pools, wells and any other garden feature that might pose a threat.
- The outside space has two secure physical barriers between any dog and any entrance/exit.
- Any equipment that a dog is likely to be in contact with and any toy provided will not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.
- Items such as leads will be removed when the dog is in the home environment.
- Items specific to a particular dog will be identified and recorded as such.
- Toys will be suitable for the dogs that are present, and checked regularly to ensure they are in good condition and safe.
- In the event of extreme weather which may have an adverse effect on the Client's pet, e.g. heat or thunderstorms, the Service Provider shall in their sole discretion take whatever action they consider necessary, including not carrying out scheduled exercise until it is, in their opinion, safe to do so.

Behaviour

- The behaviour of individual dogs will be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety will be recorded and acted upon. Records of assessment will be kept.
- Dogs likely to, or showing, signs of being nervous or stressed will be located in a suitable part of the house, bearing in mind their individual disposition. This could include: elderly dogs; nervous dogs; dogs on some medications. Where a dog is showing signs of being nervous, stressed or fearful, steps will be taken to address this.

10. PROTECTION FROM PAIN, SUFFERING, INJURY AND DISEASE

- Written procedures (Procedure file) are in place for and implemented covering:
 - Feeding regimes
 - Cleaning regimes
 - Transportation.
 - The prevention of, and control of the spread of, disease
 - Monitoring and ensuring the health and welfare of all the animals, The death or escape of an animal (including the storage of deceased animals);
 - The care of the animals following the suspension or revocation of the licence or during and following an emergency.
- All people responsible for the care of the animals are made fully aware of these procedures.

Preventative Health Care

- All reasonable precautions will be taken to prevent and control the spread among the dogs and people of infectious diseases, pathogens and parasites.
- An up-to-date veterinary vaccination record must be seen to ensure that dogs have current vaccinations against:
 - canine parvovirus,

- canine distemper, canine adenovirus/infectious canine hepatitis,
- leptospirosis
- Vaccination against other diseases such as kennel cough (*Bordetella bronchiseptica*/
- Canine parainfluenza virus may be required by the establishment.
- Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination. The certificate must state that it is valid for the current period of boarding. It is the decision of the Service Provider whether to accept such a certificate.
- Primary vaccination courses must be completed at least 2 weeks before boarding. Vaccines used must be licensed for use in the UK. Homeopathic vaccination will not be accepted.
- Dogs must have been appropriately treated for external and internal parasites in accordance with veterinary advice before entry to the home boarding environment.
- If there is evidence of external parasites (fleas, ticks, lice) the dog will be treated with an appropriate product authorised by the Veterinary Medicines Directorate and licensed for use on animals in the UK.
- Treatment must be discussed with a veterinarian before administering and consent from the owner is required.
- Before a dog is admitted for boarding, all equipment to be used by or in relation to the dog must be cleaned and disinfected.

Health Checks

- All animals will be checked at least once daily or more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals will be checked more frequently. Any signs of pain, suffering, injury, disease or abnormal behaviour will be recorded and the advice and further advice (if necessary) of a veterinarian will be sought and followed.

Sick or Injured Animals

- If the dog is taken sick or injured the Service Provider will notify the Client at the earliest convenience using whatever method is available to take instructions or guidance. In the event of the Service Provider not being able to contact the Client or in an emergency situation, the Service Provider shall, if in their own opinion the pet needs veterinary attention/treatment/opinion, make arrangements as necessary, in the best interest of the pet. Any veterinary bills shall be directly chargeable to the Client.
- Sick or injured dogs will receive prompt attention from a veterinarian and the advice of that veterinarian will be followed.
- When a dog is suspected of being ill or injured a veterinarian will be contacted for advice immediately and any instructions for treatment recorded and strictly followed with further guidance sought if there is an ongoing concern.
- Where necessary, dogs will receive preventative treatment by an appropriately competent person. Any preventive treatment will be with consent from the owner and under the direction of a veterinarian.

Excreta

- All excreta and soiled bedding for disposal will be stored and disposed of in a hygienic manner and in accordance with any relevant legislation. This is a bin which is emptied either daily or when full, whichever is the sooner. Excreta and soiled bedding will be removed in accordance with the documented cleaning and disinfection procedure. (See Procedure's document)
- Storage of excreta will be away from areas where animals or food is kept.
- The Service Provider will properly dispose of the Client's pet(s) waste and will ensure there is an appropriate supply of bags for that purpose.

Veterinarian

- The Service Provider will register with a veterinarian with an appropriate level of experience in the health and welfare requirements of dogs and the contact details of that Veterinarian will be readily available to all staff on the premises used for the licensable activity. This will include the name, address and telephone contact number, including out of hours provision, of the Veterinarian. The Veterinary practice is within a reasonable travel distance.
- Agreement will be made and documented between the dog owner and licence holder with regards to which Veterinarian is to be used.
- A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered will be implemented.

Medicines

- It shall be the sole responsibility of the Client to ensure the Service Provider is fully aware of any health issues the pet is experiencing, or has suffered in the past. The Service Provider cannot be held liable for any actions or omissions which result in problems or complications for anything not disclosed.
- No booking can be accepted without a completed Veterinary Release Form.
- No booking can be accepted without the Client providing to the Service Provider the original Vaccination Cards for each pet for viewing and photocopying.
- The Service Provider shall follow instruction given on the Booking Form but cannot be held liable for any complications which may arise.
- In the event of a pet having a contagious illness or disease which has not been disclosed, the Client may be liable for the costs of treatment given to other animals which become infected.

- Prescribed medicines will be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in accordance with the instructions of the veterinarian.
- All courses will be completed to the specifications given by the veterinarian.
- Any unused medications will be returned to the owner, nominated contact or prescribing vet.
- A fridge will be available to store medicines which require being kept at certain low temperatures.
- Medicines other than prescribed medicines will be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.

Isolation Facilities

- Appropriate isolation, in separate self-contained facilities, is available for the care of sick, injured or potentially infectious animals.
- Where isolation facilities are provided by the attending veterinary practice, a letter will be provided by the practice stating that they are prepared to provide such facilities. If not, the stated isolation protocols will be followed.
- Dogs showing signs of infectious disease will not be allowed in any shared outside exercise area.
- Protective clothing and footwear will be worn when handling dogs in the isolation facility, and sanitation protocols adhered to. Whilst in use, the clothing will be kept in the isolation unit and not be removed other than for cleaning and disinfection.
- dogs in the isolation facility will be checked regularly and unless a separate person is caring for them, they must be visited after the other dogs.
- Separate feeding and water bowls, bedding and cleaning utensils will be stored in the isolation unit ready for immediate use.

Cleaning Products

- Cleaning products are suitable, safe and effective against pathogens that pose a risk to the animals. They will be used, stored and disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering of the animals.
- The choice of cleaning and disinfectant products is based on suitability, safety, compatibility and effectiveness. Disinfectant products are virucidal as well as bacteriocidal. Cleaning and disinfection products must be used in accordance with the manufacturer's instructions.
- The service provider using cleaning products are competent in the safe use of detergents and fluids.
- Cleaning products are entirely out of the reach of animals and are not left in designated rooms or where dogs might access them.
- Standing water will not be allowed to accumulate due to the possibility of pathogens residing in these moist environments
- Grooming equipment is kept clean and in good state of repair. If provided by the owner, it will only be used on that dog.
- Toys will be cleaned and disinfected between use by different dogs, dispose of, or returned to the dog owners (if they came with it).

Euthanasia

- A dog will only be euthanised by a veterinarian. Euthanasia must be humane and
- effective. The licence holder will keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. The owner or designated main point of contact will be contacted to give consent. Unless imperative for the welfare of the dog, euthanasia must not take place until consent is given.

11. EMERGENCIES

- A written emergency plan, acceptable to the local authority, is in place, known and available to all the people on the premises used for the licensable activity, and followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdowns for essential heating, ventilation and aeration or filtration systems or other emergencies.
- Entrances and fire exits are clear of obstructions at all times.
- Suitable firefighting, prevention and detection equipment is provided and maintained in good working order. There is one working smoke detector installed in a suitable location on each floor of the property.
- There is a carbon monoxide detector installed.
- There is a plan for accommodation of the dogs should the premises become uninhabitable. The plan includes details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable and an emergency telephone list that includes the fire service and police (Procedure's document).
- There is a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions, both hot and cold (Procedure document).
- All building, electrical and gas installations are installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk.
- All equipment is maintained in a good state of repair and serviced according to manufacturer's guidelines.
- External doors and gates are lockable.
- There is a designated key holder who has access to all animal areas at all times within reasonable travel distance of the premises and available to attend in an emergency.

12. DAMAGE TO PROPERTY OR POSSESSIONS

- Any damage to the property or possessions of the Client in their absence, however caused by the pet shall be recorded by the Service Provider and were considered by the Service Provider to be serious enough to inform the Client, they will do so at the earliest opportunity by whatever means is available.
Any costs, including administration and resources in providing such notice may be recoverable from the Client.

13. KEYS

- Where it is necessary for the Service Provider to hold keys to a property, the Client shall provide one of each key needed. The Service Provider shall ensure the keys will be coded and kept within a locked system for security.
- Keys will be returned upon completion of this Agreement providing all fees due have been paid.

14. PRIVACY

- It shall be the Client's sole responsibility to ensure the information provided to the Service Provider is current and up to date. The Client agrees to accept any decision made by the Service Provider in the event of the Service Provider not being able to contact the Client as a result of wrong information held.

15. INSURANCE

- The level of insurance cover required for providing the services shall be set out in the Booking Form.
- The Client is advised to check to see if its house insurance provider need informing that someone will have access to the Client's property whilst they are away.

16. THIRD PARTIES

- The Client shall advise the Service Provider of anyone who will have access to their property during any periods of the Client's absence, including but not limited to cleaning services, maintenance personnel, friends, family and neighbours.
- The Service Provider shall not be liable for other persons or their actions or omissions who will be in, or have access to the Client's property before, during or after services have been rendered.

17. SERVICE PROVIDER'S COMPANION

- The Service Provider may have a family member or friend accompany them whilst providing the scheduled service. No costs will be applied to the Client's account for any assistance the companion provides.
- The Client will be advised in advance where a Service Provider wishes to have a companion accompany them whilst providing the scheduled services. All companions will be subjected to whatever checks the Service Provider considers necessary or appropriate.

I have read and understand the above Policies and Procedures and agree to them in full.

Client Signed:

Print Name: Date:

Service Provider:

Print Name: Date: