

## Data Protection

The Dog House Ltd promises to protect clients data to the fullest of its ability and will never sell or pass on client data to any third parties.

## Payment Policy

Payment confirms booking. Your space will not be held until full payment is received. The Dog House Ltd reserves the right to cease provision of services if payment becomes overdue.

## Cancellation Policy

**Activity holidays:** A £500 deposit is required for all holiday bookings. This will be deducted from the final payment due on the completion of the holiday. If a cancellation is made within 3 weeks of the arrival date, a £500 cancellation fee will be charged. For all cancellations made within 1 week of the arrival date, a full holiday fee will be charged.

**Training courses:** A £1000 deposit is required for all course bookings. Due to the highly individual nature of this service, the full fee of the course will be required 4 weeks prior to arrival (any additional fees will be invoiced at the end of the stay). If a cancellation is made within 8 weeks of the arrival date, the deposit of £1000 will be charged. If any cancellation is made within 4 weeks of the arrival date, the full course fee will be charged. A full course fee will be payable should the course be terminated by the owner mid-term for any reason.

**Bespoke consultancy with Mark Thompson:** For one-to-one training with Mark Thompson (in London and along the M4 corridor), additional travel time may be charged. Please enquire for details. Includes training equipment bags with The Dog House training manual, and motivational aids, including food, toys, treats, reports etc. Lessons must be paid in full on the day of booking, otherwise your lesson will be reallocated to someone else. The first lesson is a minimum of 2 hours costs can be found on our fee sheet or by enquiry.

## Transport

We transport from Hammersmith, London and along the M4 to The Dog House weekly (every Thursday with seasonal availability occasionally on Mondays).

Our state-of-the-art Dog Bus has been designed for the comfort and well-being of our canine passengers and boasts the following features:

- Separate compartments with non-slip matting and cosy bedding.
- Fully insulated with air conditioning and extractor fans for temperature control.
- Safety features including a 24-hour tracker surveillance system.
- Non-spill water bowls, bones, and chews for the journey.
- Classical music to promote calm and relaxation.

### Before your dog travels:

- Ensure your dog has relieved itself just prior to boarding the Dog Bus.
- All dogs must be on a lead when dropped off and collected.
- Please ensure your dog's collar (or harness) is securely fitted before handing over your dog.

While every effort is made to collect and deliver at the arranged time, we cannot guarantee punctuality due to unforeseen circumstances such as traffic conditions and other client's punctuality. In the event of severe weather or a situation beyond our control, we reserve the right to reschedule an arranged time at short notice in the best interest of the dogs travelling. In these circumstances, normal rates will apply for any extended stay.

Please note you are welcome to deliver your dog directly to The Dog House in Wales, however, due to room management and the acclimation period, we politely request to only deliver your dog on a Thursday 10 am - 4 pm and seasonally a Monday from 10am - 4 pm to coincide with The Dog House transportation.

Our driver is fully insured and follows our procedures for driving and collecting dogs. You permit The Dog House Ltd to transport your dog to any location required by us, and you agree not to hold The Dog House Ltd or its staff liable for any injury or death caused by a collision or accident involving any vehicle, at any time, including when your dog is outside.

## Your Dog's Stay

**House rules:** These are designed to help guests be calmer and better mannered not just during their visit, but also when they return home to their family. We prevent barging through doorways, discourage jumping up, barking, over boisterous rough play with other dogs and any other unsociable behaviours. We actively reinforce good behaviours of fast recalls, sitting, good manners, staying, and general calmness.

**Behaviour:** All dogs must be non-aggressive and must not be food or toy-protective. By organising for your dog to attend The Dog House Ltd, or other Dog House activities, you certify that your dog has never harmed or exhibited any aggressive or threatening behaviour towards any person or another dog and that you have made a complete and honest disclosure of any characteristic or trait that might make your dog unsuitable for day-care. Your dog will be spending time with other dogs, and the safety and health of all our dogs and staff are our primary concerns. Where possible, we will try to help you to address any behavioural issues with your dog. However, we reserve the right to exclude any dog that exhibits any aggressive, threatening, or inappropriate behaviour towards other dogs or humans, or which we, at our sole discretion, believe poses a risk to other dogs or humans, from all our services with immediate effect. Socialising with other dogs is a vital element of a dog's life, and wellbeing and your dog will be in an off-lead environment with other dogs. While this is usually a hugely positive experience, there is, as with any group dog interaction, a risk of dog-on-dog aggression, fights, bites, and even death exists. We do all possible to reduce these risks. At The Dog House Ltd, our dogs are always supervised when they are together with other dogs. We place dogs into playgroups with other dogs of similar size, play style, age, breed, and level of energy, and with whom we know there is a good group dynamic. Our staff are trained to supervise and manage dog interactions, to identify any early signs of frustration or stress to divert the dogs' attention, and how to prevent and resolve any incident that might happen.

**Health and hygiene:** All guests at The Dog House have their weight and diets monitored and are groomed regularly. Ears, teeth, eyes, paws, claws, skin, coat, and faeces are regularly checked for any irregularities or foreign bodies. All guests are thoroughly dried after swimming and after wet muddy walks. All guests sleep on cosy, thick Dog House washable, wool bedding inside a ventilated Perla/Earthbound bed. All rooms

are very well insulated and heated between 18-20c (degrees centigrade). All guests benefit from a thorough groom on departure which includes teeth cleaning, claw trimming and filing, ears and eyes cleaning, paw trim, anal expression and de-matting (when necessary) and a bath and blow dry. We use top-quality natural shampoos and conditioners to keep your dog's coat in excellent condition. If a guest requires urgent medical attention, we have a local 24-hour veterinary hospital available for emergencies.

Please supply clear written instructions about any medication to be given, this must also please be supplied in writing to us before arrival. Tablets, ointments and injections will be administered at the owner's request, but no responsibility can be accepted by 'The Dog House' for any consequent complications from an existing condition. 'The Dog House' reserves the right to call out a veterinary surgeon when we deem it necessary. All fees will be paid by the owner. In the event of a medical emergency, we will contact the owner, however, if unavailable, the owner agrees upon booking to give full consent for their dog to be treated as necessary (including hospitalisation, anaesthesia etc.) Non-urgent medical issues or treatment will be notified in their end-of-stay report.

**Accommodation and Location:** Most of our guests sleep on Vetzyme bedding in a ventilated Earthbound or Perla bed. Otherwise, (if they prefer) some guests sleep on a soft, flat mattress. We create a homely environment in different locations: Purpose-built chalets, our grooming room, office, staff pavilion, and Mark's home. We ensure that our guests sleep with their friends or other dogs that they are compatible with.

**Photos and Updates:** We appreciate in this instant media age there is an expectation to see photos of moments as they happen. However, the remoteness of The Dog House's setting which provides a unique environment for your dogs to learn and explore, comes with digital drawbacks. We are off grid with no mobile signal or 3G and only the slowest broadband in the UK to provide you with visual updates of your dog's stay. We will try to capture moments organically and post them on our social media accounts, as time allows. However, as we immerse ourselves in taking the greatest care of your dogs, we appreciate your understanding of the limiting nature of our digital capabilities.

**Training courses feedback:** A few days after the arrival of your dog we will provide feedback, as well as mid-term and at the end of the course. At no other time will this be provided as it distracts from our team's focus.

**Security:** The Dog House is based in an extremely rural location, tucked away down a wooded mile-long, bumpy single track which ends with a gate and then a ford over a river. Even some neighbours who have lived locally for years don't know we exist. All team members carry radios and The Dog House is manned 24 hours a day, 7 days a week. All contractors are signed in and out. We also have 4 geese, 3 Labradors, 6 guinea

fowl, 8 peafowl, and a parrot that alerts us when a visitor arrives. There are 21 live CCTV cameras active at all times and motion sensor lights in various buildings a few yards from the farmhouse and our staff flat. We are situated in one of the lowest areas for crime rates in the United Kingdom.

Our guests are given 300+ acres in fenced fields to roam off-lead under the supervision of our trainers so they can enjoy exercise and freedom. With any off-lead environment, there may be a risk to your dog's security. Due to our farm being very well fenced, we have done our utmost to ensure that your dog cannot jump a fence or go missing. Therefore, this likelihood is extremely improbable, however by sending your dog to us, you accept these risks and agree not to hold The Dog House Ltd or its staff liable for any injury or loss resulting from any escape. In the unlikely event that your dog was to escape from our facility we would do all in our power to find them and would contact you as soon as practicable to advise you.

**Responsibility in the case of injury:** The overwhelming majority of minor injuries, cuts and scrapes that occur in are the result of wrestling or friendly play, and are caused accidentally, or when play becomes slightly overexcited. These must be accepted as 'par for the course', and any treatment for such a minor injury will be the responsibility of the owner of the dog who suffered a minor injury. Altercations between dogs can have a cause that is not necessarily apparent from any resulting injury. For example, a dog who is injured in an incident may be the one responsible for causing the incident, and the injury the result of another dog's defensive reaction. In the event of such an occurrence, any liability for costs, including vet's bills and damages will be the responsibility of the owner of the dog that caused the incident, not the dog which caused an injury.

In the case of any dog-on-dog incident resulting in injury, The Dog House Ltd will, at its sole discretion, determine which dog is responsible and which owner liable for costs, and our decision will be final. This is because our team will have witnessed the incident first hand and are, therefore, in the best position to adjudicate on the matter. By organising for your dog to participate in The Dog House Ltd's daycare or activities, you agree to accept The Dog House Ltd's decisions concerning minor injuries and scrapes.

While we undertake our best endeavours, including comprehensive screening of all dogs, and highly trained and experienced staff of carers, The Dog House Ltd cannot be held responsible for the actions of any dog. By sending your dog to The Dog House Ltd and other activities, you

agree that you understand and accept these risks and that you will not hold The Dog House Ltd or its staff responsible in the event of any incident involving your dog.

**Disclaimer:** Dogs, like humans, are not machines and success cannot be guaranteed in all quarters, particularly when a dog has a severe behavioural problem. In that event, referral to one of our recommended behaviourists may be suggested. We assure you that every possible care and attention will be always given to your dog, however we cannot accept responsibility for accidents, illness or other unforeseen events that are beyond our control. If we are not happy with your dog's progress at any time during your dog's training course, we reserve the right to extend the duration of the course.

Please appreciate at the end of your dog's training course, if your dog fails to behave at home as well as he/she did during your joint training sessions on departure this is likely to be due to one or all of the following:

- Your relationship and bond with your dog is still unbalanced.
- Your dog is not getting mentally and physically stimulated enough.
- The rules and communication techniques given in writing and explained during the joint training sessions need to be followed through and contained on return.
- You need to be far more exciting and rewarding from your dog's perspective.

The Dog House Ltd will endeavour to offer only sound, safe, and responsible care for all dogs. However, it is the owner's responsibility to understand the risks inherent in taking care of dogs, including but not limited to interactions with other dogs and potential exposure to disease and parasites such as but not limited to fleas. Furthermore, owners will remain responsible for the actions of their dogs at all times and agree to indemnify and hold harmless The Dog House Ltd of any and all claims of injury, expense, costs, or damages caused by the actions of their dog while under The Dog House's care.

