

# **Happy Hound Hotel**

## **Terms and Conditions**

You are kindly requested to read our Terms and Conditions of Business. As with any Company, the contract tends to dwell in the world of what-happens-when-things-go-wrong, and doesn't make the most pleasant reading. Please be assured that we will look after your dog with the same care and attention that we look after our own dog. If you have any questions on the Terms and Conditions, please don't hesitate to contact us. [info@happyhoundhotel.co.uk](mailto:info@happyhoundhotel.co.uk)

### **Definitions**

In these conditions unless the context otherwise requires:

"The Company" means Happy Hound Hotel whose office and principal place of business is at The Coachhouse, Parkhill Farm, Old Greenock Rd, Port Glasgow, PA14 6TE.

"The Owner" means the individual who has authorised the Company to take care of their dog/s and for whom the Company has agreed to do so.

"The Booking Form" means the particulars form so headed.

"The website" means Happy Hound Hotel website at [www.happyhoundhotel.co.uk](http://www.happyhoundhotel.co.uk)

### **Conditions Applicable**

These conditions shall apply to the contract between the company and the Owner to the exclusion of all other terms and conditions.

### **Charges and Payment**

The boarding charge shall be an amount set by the company and agreed (either verbally or in writing) by the Owner. In addition the company shall be entitled to charge the Owner:

An additional day's charge if check-out is after 12.00pm

Any special charges authorised in advance.

Any veterinary charges incurred by the company for the benefit of the Owner's dog.

The full replacement value of any property (whether belonging to the company or to any third party) damaged by the Owner's dog including damage by chewing to any furniture or fittings.

Any charges relating to the above shall be payable by the Owner on collection of their dog, unless otherwise agreed by the company.

It is recommended that the Owner's dog comes for an overnight trial to become familiar with the environment before a longer stay. This will be charged at the normal overnight rate.

**If in extreme cases a dog becomes destructive, aggressive or completely unmanageable in the home we will have no option but to contact you or your emergency contact. Your emergency contact will be expected to provide alternative care for your dog. Every effort will be made to avoid such an event. Failure to disclose correct information with regards to your pets behavior that results in an injury, accident or damage will result (at the discretion of the company) in additional costs for either repair, restoration or other professional costs for example veterinary bills which will not be covered by the company's insurance.**

### **Deposit**

The Company will ask for a deposit which is non refundable. Payment must be made at the time of booking to reserve a place for your dog.

The balance of the boarding charge shall be payable on commencement of the booking.

### **Owners Undertaking**

The Owner hereby agrees and undertakes with and warrants to the company:

That they have full power to enter into this agreement without the consent of any third party.

That their dog has been fully vaccinated, a current certificate of vaccination must accompany each dog. Failure to provide a valid vaccination card for each dog will prevent them from boarding. In this instance the booking may be cancelled but you will remain liable for the boarding fees in full. We recommend vaccination against Kennel Cough before your dog's stay, but as this is a virus very like the common cold and there are many strains, please be aware that your dog may still be vulnerable.

That their dog has not at any time prior to the date hereof attacked any human being or animal.

That there are no material facts or circumstances, which have not been disclosed to the Company and which, if disclosed, might reasonably be expected to affect the decision of the Company to enter into this agreement.

That the information set out in the Booking Form is complete and correct. That the Company may engage the services of a veterinary surgeon of its choice and authorise such veterinary surgeon to undertake such treatment as may in the joint opinion of the Company and the veterinary surgeon be required to treat the Owner's dog.

That he will indemnify the Company and its servants and agents against all costs, claims and damages arising (directly or indirectly) from any act of the Owner's dog whilst in The Company's care.

That he will collect his dog promptly at the end of its agreed boarding period and at that time pay any outstanding charge.

Any breach by the Owner of the undertakings/warranties contained in this agreement shall entitle the Company to place the Owner's dog in boarding kennels at the Owner's expense, and if necessary, without giving notice to the Owner.

### **The Company's Undertaking**

During the period of boarding, the Company will exercise every possible care and attention to the welfare and safety of the Owners dog, however the Company accepts no responsibility for problems outside of their control.

The Company carers are insured in accordance with the terms of their insurance policy. The Company will not accept any liability for loss, injury or death to the Owner's dog unless (and only to the extent that) such loss, injury or death is recoverable under the terms of the insurance policy.

### **Owner's Failure to Collect**

In the event of failure by the Owner to collect his dog from the Company on the due date, the Company reserves the right to terminate this agreement without notice and to re-home the Owner's dog by any reasonable means.

### **General Conditions**

The Company shall not be held responsible for any loss or damage to vehicles or personal property or loss or injury to any person whilst on the Company's premises however caused.

The Owner must provide to the Company for inspection prior to admission a current vaccination record. No dog will be accepted for admission without this.

Dogs will not be admitted with contagious or infectious conditions such as eye, ear or skin conditions, gastric upset or kennel cough.

The Company reserves the right at any time to use either on or off the Company's premises video footage and photographic stills taken by the Company of the Owner's dog whilst the dog was on the Company's premises.

This agreement contains a whole agreement between the parties. It is subject to Scottish Law and any dispute arising out of it shall be subject to the jurisdiction of the courts of Scotland.