



Fleur's Furry Friends Policies and Procedures

Booking

- All services are charged at a daily rate for boarding, an hourly rate for walking or by home visit.
- Bank holidays, Christmas, New Year and Easter may incur additional fees, which you will be advised of at the time of booking.
- A meet and greet appointment will be required prior to reservations for all new clients.
- All boarding spaces are booked at the beginning of each financial year (April), and the first week's payment will be due in advance in order to secure your pet's place.
- We are unable to offer boarding for rabbits that have not been vaccinated.
- Drop-off and pick up times are between the hours of 0800 - 0900 and 1630 to 1730, unless agreed by prior arrangement.
- For small animals who are boarding, a 10% non-refundable deposit will be required at the time of booking, to secure your pet's place. Full payment will be required two weeks prior to the service being provided, upon receipt of an invoice.

Meet and Greet

For dogs: arrangements will be made initially to meet any new prospective client on an introductory walk.

This process is necessary to ensure that any new clients are happy and to avoid any potential situations arising.

For cats: arrangements will be made initially to meet any new prospective client and discuss arrangements for feeding and care at the client's home.

Cancellations

Small animals: in the event that cancellation of an overnight boarding is needed, notification before two weeks prior to the start of the booking period will be required, in order to avoid liability for the full fee. Payment of the invoice will be required two weeks prior to the booking period, therefore, if you cancel your booking within these two weeks, up to the beginning of the booking period, the amount is non-refundable.

Cats: All cat feeding visit bookings in the event that cancellation is needed, notification before two weeks prior to the start of the booking period will be required, in order to avoid liability for the full fee.

Payment of the invoice will be required two weeks prior to the booking period, therefore, if you cancel your booking within these two weeks, up to the beginning of the booking period, the amount is non-refundable.

Dogs: dog walking hourly sessions require full payment on a weekly basis, upon receipt of an invoice. Invoices to be paid within 48 hours of receipt. Any cancellations are non-refundable.

In the event that the dog walking space is no longer required, you will need to provide two weeks' notice. This space will then be offered to other clients waiting for an available space.

If Fleur's Furry Friends are unable to provide the agreed service, we will do our best to notify you 24 hours prior. If Fleur's Furry Friends are not available due to a holiday period, boarding charges will not apply.

Dogs Under 12 months

Details of any training programme will need to be provided, along with any routine information that needs to be followed for walks.

Aggressive animals

Fleur's Furry Friends will not accept aggressive animals.

The client agrees to be responsible for all costs, including, but not limited to, medical care, legal fees, etc. if the client's pet should bite or injure another animal or person.

The client agrees to be responsible for all costs incurred if the client's pet should cause damage to any property, excluding reasonable wear and tear.

The client agrees that, on booking services for their dog, they have provided an accurate representation of the dog's nature, i.e. that the dog has shown no aggression/threatening behaviour or caused harm to any individual and/or any pets.

The client also agrees to contact the provider as soon as possible if any of these behaviours present themselves.

Unruly or ill-behaved dogs will not be accepted for dog walking.

If the client's dog, whilst in our care, shows aggressive tendencies towards the pet service provider or their family; or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that he or she will be organise alternative arrangements.

The meet and greet is for assessment purposes and therefore should alleviate the likelihood of the above situation occurring.

Unforeseen purchases

In the event that additional items need to be purchased for the health and well-being of your pets, i.e. pet food or other necessary items, the pet service provider will purchase these, retain the receipt and the pet owner will be responsible for reimbursement on their return.

Updates

Please inform us of any changes regarding your contact details, your pet's care needs, emergency contact details and any other information you feel necessary.

Privacy Policy

All your information will be kept private and confidential.

Insurance

- All reasonable care is taken to ensure the integrity and suitability of the care provided.
- Fleur's Furry Friends has valid public liability insurance for peace of mind of our clients.
- Insurance only covers Fleur's Furry Friends when your pet(s) is in our care and for the duration of the walk, visit or boarding.
- We recommend you purchase your own separate pet insurance, if you haven't already done so.

Medication/vaccinations

- Fleur's Furry Friends will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.
- Fleur's Furry Friends will under no circumstances board any pet that has symptoms of or has an active contagious disease.
- A copy of your pet's up-to-date vaccination record is required.
- All dogs to be vaccinated against parvovirus, distemper, leptospirosis and adenovirus 1 and 2.
- All rabbits to be vaccinated against myxomatosis and rabbit haemorrhagic disease.
- It is a requirement of Fleur's Furry Friends that all pets are on a current flea and worming treatment plan.
- It is a requirement of Fleur's Furry Friends that your pet is covered by the kennel cough vaccination.

Collars/Leads

The owner will provide secure collars, with the appropriate tags, for all walks.

Fleur's Furry Friends will provide leads for all dogs in our care, however, if the client wishes to provide their own lead, then please do.

Feeding

Fleur's Furry Friends will feed client's cats and small animals in accordance with their feeding instructions and the food provided. In the event that not enough food is provided for the visit/stay, the same food will be sourced and provided. A receipt will be kept for reimbursement.

If a small animal has any special dietary requirements, they need to be detailed on the boarding form. Good quality hay, fresh vegetables and water will be provided daily. We stock Burgess Excel rabbit food, but if your rabbit eats an alternative diet, then you must bring enough food for the duration of their stay. A food bin will be provided for this.

Walking/Exercise

Dogs will be walked for 30 minutes or an hour as required. For dogs under 12 months, a shorter walk may be required, and details of exercise will need to be provided. Small animals will have access to an individual run during the day. Indoor visits will also have the opportunity for supervised time out of their cages as requested and agreed by you.

Walking areas are assessed beforehand to ensure a safe environment for the dogs, including checking that exercise areas are away from busy roads.

In the event of extreme weather and/or temperature, owners will be notified that walks will either be for a shorter period, take place at a different time of the day (i.e. earlier in the day in the event of high temperatures).

Grooming

Fleur's Furry Friends does not provide grooming equipment. If there is a requirement for grooming, the client will be responsible for providing the equipment along with any instructions.

Transportation

Dogs will be transported in the car, which is equipped with dog harnesses with seatbelt attachment clips.

If the client does not provide a harness, Fleur's Furry Friends has a number of spares in various sizes that can be used.

A dog pushchair can also be provided for dogs which may have difficulty walking far due to age or ill health, or young dogs that require a rest.

Cleaning

Rabbit food bowls are regularly put through the dishwasher.

We deep clean hutches, litter trays, food bins, feed bowls and bottles between changeovers. If the client would prefer to bring your own pet's bottle/bowl/litter tray, then feel free to do so.

All towels, blankets used in the car will be washed daily.

Changes to return date

Fleur's Furry Friends carefully schedules in time to serve you and our other clients, therefore no refunds or credits will be made for early returns or last-minute changes to the booking.

In the event of a client being delayed on return, they must inform Fleur's Furry Friends immediately and if we are unable to provide care during the extended/amended period, Fleur's Furry Friends will endeavor to make alternative arrangements for continued cover.

Payments

Fleur's Furry Friends accepts bank transfer.

For dog walking clients, all payments must be made within 48 hours upon receipt of invoice, to avoid interest or further charges being applied. Invoices to be sent in advance of the booking period. Invoices for Boarding and home visits must be paid by the two weeks preceding the booking period (invoices will be provided before this two-week period to ensure this).

The clients will be required to pay, in full, two weeks prior to the service date for pet boarding with Fleur's Furry Friends.

Fleur's Furry Friends reserves the right not to proceed with any previously agreed arrangements if payments are not received in accordance with these terms and conditions. A cancellation fee will be payable.

Costs, charges and interest will be applied to any unpaid invoices and will be recovered through the Small Claims Court, if necessary.

Liability

Melanie Johnson of Fleur's Furry Friends shall not be liable to the clients or be deemed to be in breach of the contract by any reason, or any delay in performing/any failure to perform any of its obligations in relation to the services, if the delay or failure was due to any cause beyond the reasonable control of the pet service provider.

I..... have read, understood and agree to the policies and guidelines of the pet service provider. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of the pet service provider.

Signed (client).....

Name (client).....

Date.....

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