

“Ensuring a Safe and Comfortable Stay”



MKP Dog Boarding Retreat

Terms and Conditions

Effective Date: 03/09/2025

Business Name: MKP Dog Boarding Retreat

Business Address: 13 Well Orchard, Clayton Brook, Preston, PR5 8HJ

License Number: AHOME063 25/00632/AHOME

Introduction

Thank you for entrusting us with the care of your beloved companion. Our terms and conditions are designed to comply with all UK legal requirements for dog boarding businesses, to safeguard the welfare of the dogs in our care, and to foster a relationship built on transparency and trust. We encourage you to read these terms thoroughly and reach out with any questions. By submitting a Booking Form and/or leaving your dog in our care, you accept these Terms and Conditions in full.

1. Legal and Regulatory Compliance

In accordance with the *Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018* and *Animal Welfare Act 2006*, we are licensed by our local authority to provide commercial dog boarding services. We meet or exceed the minimum and, where possible, higher standards prescribed by the latest DEFRA and council guidance for home boarding and kennel boarding.

- Our records, operations, and premises are available for routine inspection by licensing and animal welfare officers as required by law.
- Only dogs and numbers specified in our licence are accepted at any time.

We are committed to keeping up to date with all regulatory changes and best practices in animal welfare.

2. Booking Policies

- **Confirmation:** Bookings are not deemed confirmed until a completed Booking and Consent Form and the required deposit or payment have been received. Provisional bookings are not guaranteed and may be released without notice.
- **Meet & Greet:** All new clients require a pre-boarding 'Meet & Greet' to ensure suitability, discuss your dog's needs, and, if appropriate, conduct a trial stay. We reserve the right to decline a booking if we believe your dog may not settle or is unsuitable for group boarding.
- **Forms & Details:** You must provide full and accurate information about your dog, including:
 - Medical history, allergies, medication instructions
 - Behavioural issues or quirks (e.g. possessiveness, fear, aggression)
 - Vaccination and parasite treatment status (bring proof of vaccination at drop-off)
 - Emergency contact details, preferred veterinary practice, and insurance details
- **Booking Changes:** All changes to bookings, such as date adjustments, early or late collections, or additional requirements, must be

communicated as early as possible. Early collection does not entitle you to a refund.

A summary table of typical booking requirements:

Requirement	Detail
Booking Form	Completed (includes dog profile, owner and vet details, consent)
Deposit/Payment	Required to confirm booking; amount advised at time of reservation
Meet & Greet	Mandatory for new clients; recommended for all dogs
Proof of Vaccination	Required at drop-off; up-to-date per industry and local guidance
Emergency Contact	Must provide two (owner proxy and vet)
Suitability Assessment	Temperament and health reviewed at pre-visit / trial (if a stay 3 or more days)

All bookings are governed by these terms as in force at the date of service. By confirming a booking, you agree to abide by all policies and limitations expressed herein as well as those outlined in any referenced legal or best practice documents.

3. Cancellation and Refund Terms

Deposits are non-refundable in the event of a client cancellation, reflecting administrative costs and time invested in securing your pet's place.

Cancellation Fees (unless otherwise specifically agreed in writing and no deposit has been paid):

- Cancellations made more than 48 hours before the scheduled boarding will be refunded in full.
- Cancellations between 48 - 24 hours may be subject to a 50% cancellation fee.
- Cancellations within less than 24 hours are not accepted for refund.

Short Notice or No Show: Bookings cancelled with less than 24 hours' notice are payable in full. No refunds are issued for early collection of your dog once boarding has commenced.

Business Cancellations: If, for reasons beyond our control (illness, emergency, force majeure), we must cancel your booking, you will be notified as soon as possible and any deposit or fees paid will be refunded in full, or we will endeavour to offer suitable alternative arrangements where possible.

These cancellation policies are in place to balance fairness to clients with the business's practical obligations in securing staff, space, and care provisions.

4. Liability Disclaimers

While every reasonable measure is taken to ensure your dog's safety and well-being, the business and its staff are not liable for any loss, injury, sickness,

accident, or death that occurs during the boarding period, unless due to gross negligence or a direct breach of these terms.

- **Off-lead Exercise:** If you consent to off-lead walks, you accept full liability for third-party claims or any incident arising as a result.
- **Property Damage:** Owners are financially responsible for any damage their dog causes to the premises or property, above normal wear and tear.

We strongly recommend that all dogs boarded are covered by suitable pet insurance (including third-party liability), as our own cover cannot extend to every eventuality, especially for incidents outside our control.

We are not responsible for matters outside our reasonable control, such as natural disasters, local authority action, or veterinary outcomes.

5. Pet Health and Behaviour Expectations

Vaccination and Health Requirements

All dogs must be fully vaccinated in line with DEFRA and local licensing guidance; specifically against canine parvovirus, canine distemper, infectious canine hepatitis, and leptospirosis. Bordetella (kennel cough) vaccination is strongly recommended. Proof of up-to-date vaccination is required at drop-off. Dogs must have completed primary vaccinations at least two weeks before boarding.

Dogs must be treated for fleas and worms within one week before arrival. Evidence of flea or worm infestation will require immediate veterinary treatment at the owner's expense. In cases of infestation, additional cleaning or treatment costs may be applied.

We cannot accept dogs showing symptoms of infectious or contagious disease, nor those who have had such conditions in the previous 30 days.

Medication will be administered strictly according to your written instructions; any changes to medication must be communicated in advance. While we exercise due care, we cannot be held liable for complications arising from pre-existing conditions or medications administered in accordance with instructions.

Behavioural Standards

Dogs must be non-aggressive, well socialised, and display manageable behaviour. We do not accept dogs covered under the Dangerous Dogs Act 1991, or those known to exhibit dangerous behaviour.

If, during their stay, your dog displays aggression or severely disruptive behaviour towards humans or other animals, we reserve the right to transfer your dog to alternative accommodation (with costs payable by the owner) until your return, and you may be required to pay additional fees or for damage caused.

Owners must fully disclose any issues of aggression, anxiety, nervousness, incontinence, barking, or antisocial behaviour on the Booking Form. Nondisclosure or misrepresentation may result in immediate termination of boarding without refund.

Bitches in season or expected to come into season during the board must be declared prior to arrival. Entire females and entire males are never boarded together unless from the same household and under strict owner consent.

6. Owner Responsibilities

- Owners must provide all necessary information and materials for their dog's care, including (but not limited to): sufficient food, medication, bedding, toys, up-to-date vaccination certificate, and clear written instructions for feeding and care.
- You must ensure your dog arrives in a clean and groomed condition.
- It is your responsibility to inform us as soon as possible of any changes in your contact details, your dog's needs (including medical or behavioural), or any emergency contacts.
- Owners must be contactable and provide at least one reliable proxy for authorisation in the event of an emergency.
- Owners assume financial responsibility for all veterinary costs, damage, emergency transportation, or additional services incurred during boarding.
- Timely collection is required; if you fail to collect your dog within 14 days of the agreed date, and contact cannot be made, re-homing arrangements may be made at our discretion.
- Circumventing our booking procedures (by booking carers directly) voids all insurance, indemnity, and carer guidelines, and may result in legal action.

7. Emergency Procedures

Illness and Veterinary Authorisation

By boarding your dog with us, you authorise the designated business, its staff, and/or veterinary professionals to seek necessary veterinary treatment if your dog becomes ill or is injured during their stay. Routine efforts will be made to contact you or your nominated emergency contact first; however, in an emergency, we may proceed with diagnosis and treatment as advised by our or your nominated veterinary practice in the dog's best interest.

All veterinary fees and related expenses remain the owner's responsibility and require immediate reimbursement via bank transfer or card payment before returning your dog.

In the rare event that humane euthanasia is recommended by a veterinary professional and we are unable to contact you or your proxy promptly, you consent to such a procedure where it is necessary to prevent undue suffering.

Fire, Power, and Other Emergencies

Our premises are equipped with smoke alarms, carbon monoxide detectors (tested regularly), and extinguishers as required by Defra and fire safety law. We have a written emergency evacuation plan and conduct regular drills¹⁶.

Emergency action includes:

1. Alerting all persons on site and ensuring all dogs are on leads
2. Evacuation to a designated safe assembly area
3. Calling relevant emergency services (Fire, Police, Vet)

4. Transferring animals to alternative licensed accommodation if necessary

Should the premises become unsafe (e.g., flood, extreme temperatures, building damage), alternative licensed accommodation will be sought within 24 hours at the owner's expense.

A nominated key holder is available within 30 minutes' distance for emergencies.

8. Health, Safety, and Enrichment

- Dogs are supervised in a secure, comfortable, clean environment, with separate designated rooms per dog or household unless otherwise agreed in writing.
- Dogs must not be left alone for more than three hours in any 24-hour period; higher standards may mean no unsupervised periods.
- Fresh water is available at all times and diets are tailored to owner instructions. Food intake and toileting are monitored and recorded. Unexplained loss of appetite or abnormal drinking is reported to owners as soon as possible.
- All dogs receive at least two 20 min daily walks; written consent is required for off-lead or group walks (maximum six dogs walked together). Alternative enrichment activities and adequate exercise are provided for dogs who cannot be walked due to health or weather restrictions.
- Bedding, feeding bowls, play items, and grooming tools are cleaned/disinfected between uses. Toys and enrichment equipment are provided and checked for safety.
- Health checks are carried out daily, with records kept of any notable changes in behaviour, appetite, urination or health.

9. Data Protection and GDPR

All information you provide is treated as strictly confidential and held securely as required by the UK GDPR and Data Protection Act 2018.

Data is used solely for the purpose of providing our services and meeting our legal and regulatory requirements (e.g. for environmental health, animal welfare, and licensing purposes).

We retain electronic and/or hard-copy records for a minimum of three years, after which they are securely deleted or disposed.

You may request to see, correct, or delete your data records at any time, subject to requirements to retain records for regulation and insurance. Please contact us in writing to make a data inquiry.

10. Insurance Requirements

We hold valid public liability insurance (and optional professional indemnity and care, custody, and control cover as applicable). Insurance details are available on our website.

Our insurance does not cover veterinary bills, accidental damage caused by your dog, or loss/theft/straying except as specifically described in our policy terms.

Owners are *strongly advised* to maintain individual pet insurance for illness, accident, and third-party liability (this is mandatory under Dangerous Dogs exemption where relevant). Please provide your policy details and ensure they are up-to-date and valid for the duration of boarding.

Staff or volunteers are covered by appropriate employer's liability insurance where required.

For bespoke business insurance advice, see providers such as Petplan Sanctuary, Pet Business Insurance, or discuss with your own broker.

11. Structure, Tone, and Best Practice

We commit to upholding the highest professional standards, treating every dog as an individual, and communicating promptly and honestly with owners. Our code of practice emphasises empathy, competence, reliability, and respect for both our animal charges and their human guardians.

Our documentation, policies, and procedures are regularly reviewed and updated to reflect current legal responsibilities and best practices as published by DEFRA, local government, and reputable industry sources. All staff receive up-to-date training and all business operations are conducted in accordance with our current licence and council requirements.

12. Consent and Authorisation

By submitting a Booking Form or leaving your dog in our care, you agree and consent as follows:

- For us to make any reasonably necessary decisions and arrangements concerning your dog's welfare, including securing emergency veterinary care, administering medication prescribed or provided by you or your vet, and contacting emergency contacts as relevant.
- To abide by all stated policies on vaccinations, health, behaviour, emergency arrangements, insurance, booking protocols, and termination of boarding.
- For us to process and securely store the personal and care information you provide, strictly in accordance with UK privacy law and our Data Protection Policy.

Owner written consent will also be specifically sought for:

- Off-lead walks, group walks, shared rooms with other household dogs, use of crates, administration of non-prescription medications, and any special care or emergency interventions outside the normal routine.

13. Records, Inspection, and Local Authority Guidance

We maintain a register of all dogs boarded, including arrival/departure dates, full owner and emergency contact details, medical and behaviour profiles, insurance information, dietary requirements, and up-to-date records of vaccinations, parasite treatments, and any medical treatments administered.

These records are held securely and are always available for immediate inspection by local authority officers as required by our licence.

Clients are entitled to request a summary of their dog's records and our full up-to-date licence details at any time.

14. Veterinary Consent and Medical Authorisation

We require all owners to sign an explicit veterinary consent clause as part of the Booking Form. This clause authorises our staff to seek advice, investigation, and medical treatment for your dog from a veterinary surgeon recommended by you, or—if unavailable—our nominated practice, at your expense. We will always strive to contact you or your nominated contact for authorisation and keep you informed throughout any such event. In the event of an emergency where urgency precludes consent and we are acting in the best interests of your dog, you authorise us to make decisions as advised by veterinary professionals.

15. Health, Safety, and Fire Procedures

Fire safety, hygiene, and infection prevention are taken extremely seriously. Our premises meet all regulatory standards for cleanliness, disinfection, ventilation, and risk management, and all staff are trained in fire/emergency procedures.

Our fire risk assessment is regularly updated following the guidance for animal premises, and we have provisions in place for emergency evacuation, alternative accommodation, and regular fire drills.

Our premises, vehicles, and all equipment are cleaned and disinfected before and after every stay, with robust infection control and isolation policies in place.

All food is stored and prepared safely, with fresh clean water provided at all times and food bowls cleaned daily.

16. Local Licensing and Authority Guidance

We operate solely within the limits set out in our local authority licence, and we welcome inspection from our licensing authority at any time.

We undertake not to exceed the licensed number of dogs and will not accept dogs outside the licensing scope (e.g. unapproved species, numbers, or unlicensed premises).

We seek to comply with all relevant local bylaws, Public Spaces Protection Orders, and best practice guidelines as issued by our local council and the Local Government Animal Welfare Group.

17. Complaints and Dispute Resolution

If you are dissatisfied with the service or your dog's care at any time, please contact us immediately so we may address your concerns fairly, professionally, and in accordance with our written complaints procedure. Any unresolved disputes will be referred, where appropriate, to our licensing authority or veterinary oversight for objective mediation.

18. Changes to Terms and Conditions

We reserve the right to amend these Terms and Conditions at any time to ensure legal compliance and best practice. We will notify clients in advance of any substantial changes that may affect existing bookings. Current Terms and Conditions will always be available on our website and provided upon request.

19. Acceptance

By booking and/or using our dog boarding services, you confirm that you have read, understood, and agreed to all the above Terms and Conditions. A signed copy of the Terms and the completed Booking and Consent Form will be held on file for each boarding dog.

We thank you for choosing us and promise to care for your dog with the same dedication and respect we would wish for our own.

For any questions, clarifications, or to request physical copies of our full policies or records, please contact: info@mkpdogboardingretreat.co.uk

Key Web and Regulatory Sources Integrated:

- DEFRA Home Boarding and Kennel Boarding Guidance for Local Authorities (2025 edition)
- Animal Welfare Act 2006 (Section 9 – Duty of Care)
- Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
- Data Protection and UK GDPR Guidance (ICO, The Kennel Club)
- Fire Safety Risk Assessment for Animal Premises and Stables (Home Office)
- Industry best practice templates/sample terms (Preston Council, Canine & Co, Andrea's Animals, Waggy Days 4 Dogs, Support 4 Pet Business, Sprintlaw UK)
- Insurance Requirements (Pet Business Insurance, Petplan Sanctuary)10
- Veterinary Consent and Medical Authorization Clauses/Forms
- Relevant legislation: Dangerous Dogs Act 1991, Control of Dogs Order 1992, Road Traffic Act 1988, Environmental Protection Act 1990, etc.

This Terms and Conditions document has been prepared with reference to the latest UK legal statutes, official government guidance, and professional/industry templates in force as of September 2025.