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Home Dog Boarding Licence number LC202506-160420

The Salisbury Dog Retreat – Terms and Conditions / Procedures

Luxury dog boarding under the care of a registered health professional with 40 years of experience looking after dogs and trained in canine health and first aid - in a stunning detached home with a large garden offering gated access straight into countryside walks and farmland... licenced and insured.

We host your precious dog(s) for their very own luxury getaway! We absolutely love dogs and treat our guests dogs as our own – on their own with no other dogs staying with us. We have no pets of our own.

We pride ourselves on providing a truly excellent service for both dogs and their owners. We encourage meeting a dog and their owner before agreeing a stay so we warmly invite you to arrange to visit our home so that you can be sure that you are happy - and so that we can check that the dog will be comfortable after exploring our house and feel at home and settled with us.

An exclusive setting

Once boarding is scheduled and deposit received; your dog(s) has an exclusive booking with us for your secured dates and this would all be confirmed in writing. This means that we are committing our time and our home solely to your dog(s). No other animals besides your own would be present during the duration of your booking.

We enclose our terms and condition of booking. This important document sets out very clear expectations on both sides and we find this clarity of approach very useful for all parties. So thank you in advance for taking the time to read it...

Making a booking

Cost of stay – provisional rates and enhanced rates for changing care needs

Our rates are provisionally set at the point of booking based on information supplied by owners and we do our best to accommodate a reasonable amount of additional requirements during a stay.

There are times however when a dog's needs substantially change and we need to do far more to support our canine guests.

If a dog's needs change between arranging a stay and the board starting - the owner must please share this information with us and rates may be reviewed for the stay.

If a dog's needs substantially change during their stay this will be discussed with you and a way forward will be established that hopefully allows your dog to complete their stay with the comfort and extra support that they need.

E.g. Where a dog requires a lot more supervision and care during the day - a £20 supplement is applied to a boarding rate.

E.g. Where a dog requires 24/7 supervision and care a £40 additional supplement is applied to a boarding rate.

Our mission is for you to go away with peace of mind - and for us to be able to support your dog.

Minimum stay - a minimum booking of three consecutive nights is normally required on each booking for boarding (for less – please ask if we can accommodate this).

A non refundable deposit of 50% is required to secure our commitment to your dates;

We take booking commitments seriously and we would be committing our time and our home to caring for your dog(s) and we would be making ourselves unavailable to other enquiries for your dates so we require a non refundable deposit of 50%. Until a deposit is received; we are unable to 'hold' any dates as this would make ourselves unavailable to other potential bookings.

Receipt of deposit confirms the intent to proceed and the payment balance due 28 days before the booking starts (full payment required if booking within 28 days of start date).

Should the balancing payment not be made then we would send a gentle reminder and failure to respond within 24h would result in the dates being released thus making them available to other potential bookings and the non refundable deposit retained.

Full payment is non refundable unless the *pre-stay trial meet proves to be unsuccessful.

***Pre-stay trial meet**

We are required to meet your dog(s) in advance of a stay and we want to ensure that any dog(s) coming to our family home are able to become happy and settled – for their well-being as much as our own. We also want owners to have complete peace of mind. Meeting in advance hopefully enables a successful and happy boarding experience for all. Your dog(s) are boarding in our family home – so the trial also allows us to be confident that your dog(s) meet our acceptance criteria as set out in this document. In particular – we are unable to welcome to our home a dog that is aggressive, toileting inside, or barking excessively.

Where either party considers that we are unable to meet need or accept your dog(s) into our family home; we would issue a full refund and make this decision known at the earliest opportunity. We reserve the right to make this decision and for this decision to be respected as we wish for a dog to be happy and well and our family home environment to be pleasant.

Cancelling bookings

Bookings cancelled with at least 12 calendar weeks notice would be refunded in full.

Cancelling within 4-12 calendar weeks notice;

The non refundable deposit may be carried over in such circumstances and be transferred to an alternative future booking if appropriate. These funds would need to be used *or allocated to a future booking* within 6 months of this being agreed and *used* within 12 months – or the deposit is lost.

Cancelling with less than 28 days notice;

No refunds will be given for cancellations that are less than 28 calendar days notice – whatever the reason.

Late cancellations

Please kindly note that we reserve the right to decline further bookings should there be several cancellations as we are committing our exclusive time to you and we would potentially be turning away other bookings.

Force majeure and the unexpected – if we have to cancel

In the unlikely event that we find that we cannot provide the service agreed then we will offer as much notice as possible and issue a full refund.

Making payment

We accept bank transfers or cash.

Bank transfers;

Name: Marie Roberts ('Business' Account)

Starling Bank Sort code 60-83-71

Account Number 69716998

Where payment is not received in accordance with the agreed time frame, we reserve the right to further cancel arrangements.

Pre-boarding Dog Registration – Essential health & behaviour information

To ensure the health and safety of your dog and those around them, we require completion of a dog registration form on our 'Doggie Dashboard' ahead of confirming a booking. Health records are kept for a minimum of 3 years securely on our electronic system.

We also require details of the dog's known veterinary practice and details of any pet insurance to contact in case of any emergency. We are also registered separately with Avon Lodge Veterinary and the Pet Practice in Salisbury – in case a dog's normal vet is out of area.

We are only able to host vaccinated dogs who are also up to date with flea and anti-worming treatment. Please ensure that these are up to date and provide a copy of a valid vaccination certificate.

Acceptance Criteria

Zero tolerance – We welcome dogs lovingly into our family home so please read the following information carefully as failure to disclose certain behaviours in order to secure a dog boarding placement will lead to early termination of the boarding arrangement and with no

refund. Being dishonest, or failing to share information is setting up for the boarding arrangement to fail and will cause much stress for all parties. The presence of the following conditions or behaviours will require for your dog to either be collected by you or your emergency contact or be re-homed to a kennel pending your return.

We are unable to accommodate the following:

- **Any breed listed under the Dangerous Dogs Act 1991. This includes dog hybrids – i.e. Wolf Hybrids, registered under the Dangerous Wild Animal Act 1976.**
- **Aggressive, unruly or untrained dogs presenting with consistently undesirable behaviour.**
- **Dogs or puppies that are not house trained**
- **Regular soiling or incontinence (urine or faeces) inside our family home**
- **Chewing of furniture at our family home**
- **Dogs persistently barking inside our family home or garden**
- **Active infectious diseases eg Kennel Cough or untreated infections observed or declared on arrival.**
- **Dogs within 4 weeks of their Kennel cough vaccine or booster – this is a live vaccine and the dog can infect others so cannot be boarded in this period. Note - We do not insist on having the vaccine.**
- **Dogs requiring constant supervision who cannot be left occasionally for approximately 3-4 hours – whilst we want to provide as much company as possible, we do need to go out from time to time. We do not regularly leave dogs for very long at all.**
- **Strong dogs pulling heavily on leads who are not allowed off a lead (for personal medical reasons).**
- **Breeds known for strength and large size - XL Bully, Rottweiler, Bullmastiff, Pitbull, Doberman, German Shepherd etc**
- **Very large breeds**

Aggression

* We will not tolerate dogs with known aggression: The customer agrees that on booking services for their dog(s) that they have represented that the dog(s) have not shown aggression or caused harm, or threatening behaviour to any individual and/or pet(s), and the Customer agrees to contact us as soon as possible if any of these behavioural changes present themselves or if the dog has the potential to cause harm to any individual or pet(s).

We recognise that transient short term aggressive behaviour can be an outward symptom of stress, anxiety, pain, fever, underlying health condition, hormonal change, gastric trouble or other health related condition. In the event of unexpected aggressive behaviour, we will very much attempt to undertake appropriate health and environmental assessments to attempt to determine whether this is due to a change in their health or their environment and whether there is an immediate need to manage their condition. We would endeavour to seek further information from owners and/or veterinary assistance. The dog in question would be given isolation from other dogs in the home and a safe muzzle may be used – one that is comfortable and allows eating and drinking. All reasonable measures would be taken to try to assist a dog in distress. However, should the aggression or behaviour become sustained, unacceptable or a nuisance beyond reasonable acceptance, the customer agrees that he/she be placed either with the emergency contact or in a boarding kennel, until the customer returns. We would not do this lightly. Boarding fees would not be refunded for the booking period allocated to the dog.

Bitches in season

If a bitch is expectedly or unexpectedly in season the customer will be required to fund indoor pants/pads for when bleeding and every effort would be made to keep her away from any entire males or those showing interest – to ensure her safety and comfort as much as practically possible. The Customer accepts all responsibility for unplanned matings should the bitch boarded come into contact with an entire male during the boarding period, provided that all reasonable measures are taken to ensure that no contact is made.

Associated care costs and responsibilities

The Customer agrees to be responsible for all costs (including but not limited to veterinary medical care, legal fees, etc). This includes if the customer's dog(s) were to cause injury, accident or physical damage beyond what is reasonable to expect of a house trained dog. In an acute medical emergency if we are unable to make contact with the customer or designated emergency contact – we would act in the dog's best interests at all times – either through seeking timely veterinary assessment and intervention or later in consultation with a Vet.

If the pet service provider or their family, other animal(s) or members of the public is/are bitten or exposed to any disease or ailment received from the customer's dog(s) for which it has not been properly or currently vaccinated; the customer will be responsible for all costs and damages that may be incurred as a result.

In the event additional items needing to be purchased in the absence of the Customer - i.e, pet food, puppy pads, or other necessary items necessary for the welfare of the dog(s), we will purchase these with your prior agreement (where possible), retain a receipt and the Customer is responsible for reimbursement of these items on collection of their dog(s).

Data protection and privacy

All of your information will be kept private and confidential and records will be stored in compliance with the Data Protection Act 1998 and General Data Protection Regulations (GDPR).

We are required to ensure that accurate information is maintained for auditing purposes regarding our dog boarding licence and any repeat bookings can be supported with reference back to previous booking information.

Insurances

Dog boarding licence and insurance

We hold a licence to operate as an animal boarding establishment. This was issued by Wiltshire Council and is a legal requirement for anyone offering this paid for service. Our policies, procedures and premises were inspected in order to gain the licence and the excellent health and welfare of dogs in our care is top priority.

We have insurance in place and this includes Public Liability Insurance to the value of £5mn. This insurance only covers us caring for dogs via our official bookings and for the duration of the agreed service.

Pet insurance

We recommend customers have their own pet insurance.

Damage to boarding property and/or belongings

With appropriate care that meet needs, exercise, supervision, and our decision to not boarding unruly, untrained, aggressive or destructive dogs – we would hope that there would be no occasion of significant damage to our property or belongings.

In the very unlikely event of a dog causing significant damage to home and or property, the customer will be liable for repair or replacement of lesser items and in cases where an insurance claim is required; the customer agreed to fund the home contents insurance excess of £300.00. In the event an insurance claim is rejected, the customer will be liable for full repair costs. Documentation and evidence would provided to support these costs where possible.

Planning for a fabulous stay...

Where possible and if you are local – we do like to meet you before a stay to ensure that the dog(s) are happy.

Drop off and collection arrangements

Timings are to be arranged at the time of booking. Our timings are quite flexible and we use the 24h clock to determine the start and finish of one booking period eg 09:00 Monday to 09:00 Saturday etc is one booking period.

We request that dog(s) arrive in a clean and groomed condition and with up to date vaccinations, de flea and anti-worming treatment.

The customer will supply all necessary meals for the dog(s) as well as treats. If additional food or treats are required, we may seek your agreement that we purchase additional food that is required at the expense of the Customer.

Checklist of information to provide in advance:

- Up to date and completed dog registration details
- Copy of up to date vaccination record
- Vet practice details (even if out of area in case of emergency sharing of information)
- Pet insurance details
- Emergency contact details
- Completed Health and behaviour questionnaire
 - Exercise requirements
 - Lead and off lead walking preferences and recall tips and information
- Any medical requirements eg administration of drugs
- Any updates since your last visit
- Details of their regular routine (feeding, exercise)
- Communications preferences
- Return flight details (where applicable - in case of delayed return and no show for collection)

Checklist of what to bring to The Retreat:

- Their known bed, blankets, towels, soft toys, play toys, enrichment items
- Their known bowls for eating and drinking

- Enough food, and supplements or medication where appropriate
- Their known or fitting muzzle if they have one in case of emergency or requirement
- Their known lead(s) and whistle or recall device if used.
- Their own collar and ID tag (we will add a boarding tag for the duration of their stay)

Communications

Where possible we set up a WhatsApp group to share updates and photos on how the boarding is going and this is normally a lovely trail of positive information. This is also an effective means of communication should the need arise to consult with you regarding any problems or unexpected health problem or behaviour. Texts or emails are an alternative.

Each customer would be expected to provide at least one emergency UK contact – who is ideally local and available should an urgent need arise.

The Customer must inform us of any change to contact numbers, pet care needs, emergency contact information, and any other pertinent information listed on the original booking form or health and behaviour information. This is especially important for repeat bookings.

Looking after our guest dog(s)

Marie is trained in Canine Health and First Aid and has a qualification in Pet First Aid & Canine Cardio Pulmonary Resuscitation OCN level 3 – focused on dog health and first aid. Marie also has 40 years experience looking after dogs – whether family dogs or more recently through pet sitting for other people. Marie is also a medical professional in the human world – working as a local HCPC registered Chartered Physiotherapist.

We take the health and welfare of our guest dogs very seriously and as part of our comprehensive service we undertake a mini general health check on arrival so that we can get to know what is normal for your dog. This helps us to understand what is normal in terms of their vital signs and markers - including for example their heart and respiratory rate, temperature and weight. This sets an important health benchmark and comparison in case of a dog becoming unwell.

The more information that you can provide about your dog ahead of their visit the better prepared we are for dealing with any health needs so please do help your dog by completing the health and behaviour questionnaire as fully as you can. Thank you.

Provision of food, medication and supplements

We will follow your instructions with food times and quantities and we will endeavour to provide and administer medications or supplements as directed.

Exercise, enrichment and training

We will enjoy walking your dog and be mindful to replicate the ‘normal’ amount of exercise that they are accustomed to. We are similarly keen to understand what other activities they really enjoy.

In order to maximise safety away from our secure enclosed garden – we encourage the sharing of clear information on lead walking, training and recalls. Understanding and supporting training methods and reinforcing your dog’s positive behaviours benefits both the dogs as well as ourselves.

Where a household brings more than one dog and there are differences in exercise tolerance this will be taken into account when planning exercise.

We are also very mindful of exercise tolerance in different dogs and the dangers associated with certain breeds in relation to over exercising and airways. We are also very mindful of exposing dogs to heat and we are very fortunate to have the shady and cool Harnham Slope nearby for exercise on warmer days. Our careful exercise prescription takes many things into consideration including any pre-existing conditions, age, breed, underlying conditions and ambient environmental conditions. Whilst encouraging regular exercise - all of our guest dogs are carefully monitored for any exercise related signs of stress, ill health or heat sensitivity.

Health monitoring and feedback

During their stay, your dog(s) will be looked after with much 'tlc' and attention.

On arrival the dogs will be assessed as healthy to stay and we will familiarise ourselves with their normal vital signs. This will be recorded on their health record together with their weight so that any major changes may be identified if we think a dog is unwell.

A routine daily record will be made on our system about your dog's health and behaviour.

We will monitor them for any adverse health presentations or changes in behaviour and will respond appropriately and contact you if we think there is a problem. If we determine that they need veterinary input then we would let you know – often with accompanying photos and videos.

If any cause for concern arises we would let you know and discuss any plan of action with you where possible – or with your emergency contact if we are unable to contact you.

We would let you know if we find the need to isolate your dog for whatever reason and in the event of an infectious/contagious disease being identified then the downstairs utility room would be used for isolation which has access to hot and cold running water, ventilation and safe exit of infected dog(s) via its own external door.

Supervision, space and children

We welcome guest dogs and they fully integrate and become part of our caring family home.

Dogs have access to much of our ground floor with ample space in the hall, kitchen diner and lounge. We do not allow dogs on furniture and provide ample dog cushions for relaxation.

We have wooden floors but we roll out rugs and runners for our special guests as we know that some may not like such flooring.

We have a large garden that is completely secure and is great for exploring. Our garden opens directly onto the Avon Valley Path and farmers fields for supervised walks.

There will be times when dogs are observed to need quiet time and may need their own space and they will have their own bed(s) in our comfortable utility room.

Any music playing would take account of information in the health and behaviour information provided and we have facilities to play music for company if we were to pop out and leave the dog(s).

There are no young children in the house and one 16 year old who is very sensible and accustomed to dogs.

There will be times when dogs may be left in the house unsupervised but we do have cameras for remote checking and they would only be left for the maximum pre-agreed time and certainly no longer than 3 hours maximum. There may similarly be times when Marie's partner or daughter are around but Marie pops out – and they are both very familiar with dogs after a year of dog sitting whilst the house was renovated! Marie will only ever be local if away from the property – in Salisbury.

Sleeping arrangements

We believe that guest dogs truly benefit from their normal beds, blankets and routine. We try to only wash beds if it is absolutely necessary as the familiar smell of their bedding must be so settling and comforting. The dog(s) beds are kept in the utility room unless another preference has been discussed and agreed.

When a booking is made for more than one dog from the same household they will be boarded together in a room unless explicitly requested otherwise. By signing to these terms you agree that your dogs may share a room.

If a dog sleeps in a crate supplied by you – you agree by signing this agreement for this to be used as instructed by you.

We only ever have dogs from one household in our home at any one time.

Communications – whilst respecting your holiday and time out!

We are mindful that we are generally looking after dogs whilst a customer enjoys a break or holiday.

Most clients report that they really enjoy a regular stream of happy dog photos (we call them Happy Dog Postcards!) on WhatsApp and we work on the basis that you will access your messages very much at your convenience - and according to your holiday time zone! We also work on the basis that mobile devices will be on 'do not disturb' when necessary – so we can message without planning for time zones etc.

Please do let us know if you would only like to receive updates if there is a genuine need to communicate – or if you would like dog postcards and mini video clips of them having fun!

Collection arrangements

Late drop off's or early collection are no problem.

We will make every effort to be able to accommodate late drop offs and early collections but we do have other commitments as well. Please note that refund are not normally given in such circumstances.

Delayed pick up – we will try to assist!

In the event of a delayed return and collection; you must please try to inform us as soon as you are aware. Those returning by flight will have provided their flight details so we will be able to check for delays online as you will not be able to let us know.

Wherever possible we will endeavour to avoid upset and extend boarding time to accommodate the delay. The customer will be responsible for additional booking periods added as per our normal fees.

Managing the unexpected - and the unlikely

Emergency planning and procedures

Alternative accommodation needed during a booking

We shall not be liable to the Customer or be deemed to be in breach of contract by reason of any delay in performing, or failure to perform, any of our obligations in relation to the services we provide, if a delay or failure was due to a cause beyond our control.

During a booking and in the event of a situation making ongoing boarding impossible, e.g. fire, lack of heating, interrupted water supply, incapacity, etc – then alternative local emergency boarding will be sought. This may be in the form of other local boarders or local kennel facilities and this would be at the expense of The Salisbury Dog Retreat (assuming that the boarding period is already paid for and in progress).

Extreme weather – Hot or Cold

During extreme weather your dog(s) will be closely monitored for any signs of hyper or hypothermia and measures will be taken as appropriate to assist and/or seek veterinary input as required.

However, prevention of reactions to hot or cold weather by taking the following precautions is a much better course of action for a dog.

Heat – Risk of hyperthermia

Each dog will have a different tolerance of heat depending on breed, age and condition. We take heat exposure very seriously and reserve the right to use clinically evidenced professional judgement as to whether to walk a dog in hot weather. We have a cool house, fans, water play, and safe frozen dog treats and dog lollies. Enrichment activities may substitute outdoor heat exposure.

Cold or wet weather – Risk of hypothermia

We will use any owner supplied garments for extremely cold or wet weather. Paws will be checked regularly for any signs of concern. Dogs will be discouraged from drinking outdoors in case of antifreeze contamination. Time exercising in snow may be limited especially in dogs with long hair at the paws. Frozen water will be avoided and dogs kept on leads. After going out in cold weather your dog(s) will be washed/dried and kept snugly!

Finding your dog

It is highly unlikely that we will be unable to find your dog but they do have legs and inquisitive minds, so we are well prepared. All dogs require collars for their safe care - unless there is a medical reason for not wearing one.

ID tags;

Dog(s) will be provided with a secure metal tag with our mobile number engraved on it. They will also wear a small capsule detailing our name, number and address.

Trackers;

Dog(s) will wear an apple air tag on a purpose made dog collar attachment.

Winter months;

We recommend that owners supply a hi vis jacket or collar for times where the light is less good. Near roads our dogs are always on lead.

Lost dog;

We are confident that with the above measures in place that any dog who escapes would be found very swiftly and effectively. However, if we did lose a dog we would; Contact you to let you know. Report to the dog warden at Wiltshire Council and advise the Bath Cats and Dogs Home as they look after stray animals pending return to owners. Contact your pet's microchip database and report them missing. Check the local area - contact local vet surgeries, nearby animal hospitals and re-homing centres. Report as missing on animal Search UK. Check social media for reports of locally found pets. Contact the Police if you believe your dog has been stolen. *Whilst we will make every effort to prevent this and to find a lost dog – we cannot be held responsible for compensation for a lost or missing dog beyond the cover of our insurance.*

Fatality (we have to cover it!)

In the highly unlikely event of a fatal injury or illness to a boarding dog, we would house the dog(s) remains in a respectful and secure private environment away from any other accompanying dog(s). The advice/guidance from the customer and their vet would be considered at all times. In the event that a Customer wishes to specify their wishes in advance, this should be made in writing prior to the boarding period.

Photos

With your agreement, we would love to be able to use lovely photos of us caring for your dogs on our promotional material and/or social media. You will be sent a consent waiver to sign via the Doggie Dashboard.

Feedback, questions and concerns

We very much welcome constructive feedback whether positive or negative as it allows us to improve our services and ultimately we want to give your dogs a lovely time with us whilst letting you relax and feel that your dogs are in a happy and safe place.

If whilst boarding you are worried about anything – please can we ask that you raise it straight away so that we have the opportunity to do something about it and reassure you. We can only help if we are informed.

Reviews and recommendations

We absolutely love it when we receive positive reviews and recommendations on google and/or facebook and personal recommendations.

Reviews are absolutely crucial to small businesses as they allow others to consider using our services – with confidence.

Positive word of mouth is also priceless and is very highly valued. *If someone books in based on a personal recommendation by someone who has used our services* - we would like to offer a huge thank you – and you can either elect to receive a £20 credit towards future dog boarding or a Waitrose voucher. You can get this multiple times – once for each new client who books in with us because of you. The thank you voucher or credit would be given after the new client's dog(s) stay.

We very much look forward to welcoming lots of happy hounds!

Revised July 2025