



## Dogwalk Terms & Conditions

### Registration

To start using Dogwalk services we require:

1. An online registration.
2. A copy of your Pet more recent vaccinations together with microchip number. This can be emailed to Dogwalk on [info@dogwalkonline.com](mailto:info@dogwalkonline.com) or WhatsApp to Dogwalk mobile number (052-861-0990)
3. A signed copy of Dogwalk's Terms & Conditions.

### Hours & Late Pick-up Policies

Regular business hours: Saturday - Thursday 7.30am - 7.30pm. Closed on Fridays.

Hotel/Overnight Check-in and checkout policy: For dogs, standard hotel check-in may occur anytime from 7.30am to 5 pm. Check-out can be from 10 am to 7 pm. For Cats and Dogs staying in private accommodation all day, check-in can be done from 1 pm to 7 pm, and Check-out from 9 am to 12 pm. We charge an Out of Hours fee of 150AED if guests are check-out/check-in outside of specified times.

Fridays, you can pick up or drop off your dog between 9 am and 5 pm. Call the mobile number (052-861-0990) at Dogwalk for us to open the gates and check-in/out your dog. Daycare is by appointment only subject to availability)

Daycare Late Policy: Guests must be picked up by 7 pm Saturday to Thursday. All Daycare guests staying past business hours will be checked into a suite in the hotel, and an overnight room charge will apply. Regular boarding policies apply to all hotel guests.

### Vaccinations & Health Policy

We require your pet to be fully vaccinated.

For dogs, the vaccinations required are against Rabies, the usual boosters (DHPPi and Leptospirosis) and vaccinated against Bordetella, also known as Kennel Cough. If the Bordetella vaccine has never been given, or if it has expired, a five day waiting period is required after the administration. For all other vaccinations, a 24 hour waiting period is required after the vaccination has been administered, in consultation with the supervising Veterinarian.

All cats need to be vaccinated for Tri-cat (Feline Rhinotracheitis, Calicivirus, Panleukopenia) and Rabies. Although not compulsory we also recommend Antifungal and Feline Chlamydia Vaccination.

If veterinary attention is required, Dogwalk will make every reasonable effort to reach you. However, if we are unable to reach you we will seek appropriate veterinary care, and you accept responsibility for any and all associated expenses, including transport to the clinic. In the event of serious illness and you cannot be contacted, the veterinary surgeon's decision will be final. Each time your pet is brought to Dogwalk, you are recertifying that the pet is in good health and has not had any communicable illness of any kind.

### Flea & Internal Parasite Control

Every guest must be under an effective form of flea & tick control treatment. If external parasites are discovered upon check-in, we will get in touch with you to discuss the options of treatment depending on the severity of the case. De-worming must be done every three months. If internal parasites are discovered during a guest's stay, treatment and additional private room charges may apply.

### Temperament Assessment

To ensure the safety of all other guests and employees, all guests must undergo an assessment test before taking part in social activities at Dogwalk. This is a two-hour process without the owner in which we assess whether the dog displays any guarding, aggression, or inappropriate behavior in a daycare setting. Dogwalk reserves the exclusive right to decline participation or to terminate the involvement in activities at DOGWALK to any Dog at any time for any reason.

#### Private Accommodations

If your dog is not social with other dogs, or requires one-on-one attention, for the safety of our guests, he/ she is required to stay in a private suite and participate in our Day Stay program, which offers private play sessions and walks, additional fees may apply. Please note that Dogwalk has sole discretion on whether dogs may take part in social activities.

### Safety

Dogs must be on a leash at all times during drop off and pick up.

For liability reasons, we cannot allow owners in the daycare area during normal daycare hours. Owners are free to visit their dog at any time during the day, however we will bring the dog into the outside area.



### Guests in Heat

Guests in heat are not accepted at Dogwalk for Daycare or Boarding. Female guests in heat can stress and disturb the environment and other guests staying at the hotel, and extra cleanup is involved. Therefore, if a female guest begins her heat while boarding, an additional 50AED per day fee applies. We also require that dogs in heat stay in a private room for added privacy, ventilation and to keep other guests comfortable. She will enjoy two one-on-one walks with a Dogwalk staff member each day.

### Personal Belongings

Dogwalk provides bedding, bowls and toys for all guests that stay overnight with us. That said, you're welcome to bring your pet's favorite blanket, toy or any item with a familiar scent, provided they are clearly labelled. Please limit to two items. Since a boarding environment is very different from the pet's usual home, Dogwalk cannot guarantee their condition upon check-out. Additionally, all leashes must be clearly labelled for any guests using our services.

### Feeding/Medication

Owners are encouraged to bring their own brand of pet food as most pets are sensitive to sudden dietary changes. Please provide ample food for your pet's entire stay. Alternately, owners may purchase food from our retail store. If your dog requires medication, please make sure it is labelled and that dosage instructions are included. A 20AED fee may apply for special meal preparation involving cooking and/or thawing of meals or medication application.

### Payment/Cancellations/Holiday Stays

Dogwalk accepts cheque, cash, credit and debit cards and bank transfers. For non-Holiday and Low-Season stays, all payment for boarding and associated costs is due upon check-in. In the event of cancellation, please notify Dogwalk 24-hours in advance. For Holiday and High-Season reservations, a 50% deposit is required one month before check-in, and the remainder is due upon check-in. Reservations shorter than three days will be taken at the discretion of Dogwalk.

Dogwalk does not issue refunds. Therefore, any over-paid accounts may be used and transferred to other products and services offered at Dogwalk within a six months period. The Deposit for boarding during high-season is excluded to be exchanged; the deposit can only be transferred to other products and/or services if cancellation is given at least two weeks before Check-in Date otherwise the deposit is lost.

Membership fees need to be paid monthly before the 8<sup>th</sup> of each month, failure to do that will result in a 100AED fine. If a guest is not collected within seven days of the nominated date, it will be dealt with at Dogwalk's discretion. Dogwalk reserves the right to keep the guests in the facilities until all outstanding fees are cleared.

### Assumption of Risk

Although play and socialization is closely monitored by Dogwalk staff to prevent injury, it is still possible in the course of normal dog play that your dog may receive minor nicks and scratches from rough play, any injuries will be explained and pointed out by qualified staff. Daycare is not a sterile environment and from socialization and all its benefits there are also risks associated, possible injury, including but not limited to exposure to parasites, viruses, and other medical conditions passed from dog-to-dog; sprains, strains, bites, fatigue, dehydration, nicks or cuts. Not every potential risk can be listed above.

In case of an emergency you give permission to Dogwalk to perform first aid treatment in your dog.

You understand that Dogwalk will not be liable financially or otherwise for injuries to your dog, me or any personal property while my dog is participating in Dogwalk's activities. You will assume full financial responsibility and all liability for any expenses involved with the behaviour of your dog.

### Photographs and Recording:

Dogwalk has your authorization to use your Dog or Cat visual image(s) and recorded material in newsletters, website, posters, and other materials.

I have read and fully understand Dogwalk's Terms & Conditions and agree to abide by them:

Owner/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (please print): \_\_\_\_\_ Dog or Dogs' Name(s): \_\_\_\_\_