



## SPPOT Dog Walking & Day Placements,

### Booking Policy & Terms & Conditions

10<sup>th</sup> August 2018

#### Terms & Conditions Dog Daycare

##### Temperament of dogs: Dog Daycare

Dogs must be of good temperament and not display any aggression towards people, including secondary school age children, or other dogs to access SPPOT's Dog Daycare service. This is assessed by fully qualified and experienced staff at the initial visit and the free taster session or walk.

We can however, cater for dogs who are nervous, shy or anxious and who have mild behaviour and training issues, as we have high people to dog ratios (usually 1:1), provide free included training as part of dog daycare and we are managed by staff who are highly qualified in canine training and behaviour.

Therefore, some training and behaviour issues such as lead pulling, recall, anxiety, house training and so forth may be improved by attending SPPOT dog daycare.

We always keep an open, positive dialogue with customers to ensure that all dogs continue to benefit from our services.

However, some behaviour problems may mean that dog daycare cannot be offered or may be withdrawn if a problem become apparent later because we must always act in the best interests of all the dogs and people, including young people who attend SPPOT.

Aggression therefore, would prohibit a dog from attending and this also includes guarding (of people, food, toys etc) behaviour.

Dog daycare services are subject to initial and ongoing assessment with regards to suitability for the service.

If a dog has to be withdrawn from the service, we may be able to substitute this with dog walking or sitting at home, or by providing assistance with the behaviour issue.

##### Health & Wellbeing: Dog Daycare

Dogs need to be at least 6 months of age to start SPPOT dog daycare.

Male dogs must be neutered to attend dog daycare. Entire female dogs cannot attend when in season or during phantom pregnancy.

Dogs cannot attend dog daycare when they are unwell. This includes apparently milder health

issues like ear infections and upset tummies as these can be contagious and cause pain related behaviour issues too.

### **Identification: Dog Daycare**

All dogs must be microchipped by law and we must have the microchip number on your dog's file before they can attend SPPOT dog daycare or be walked by us. Please ensure you keep your address up to date on your dog's microchip. We have a microchip scanner at SPPOT DHQ to help with this.

All dogs must also wear a collar with identification as per the current law. This is still the law, because if a dog has their address on their ID tag, they can be returned home much more easily than going through the process of finding a microchip scanner.

We put our own harnesses and leads on dogs coming to daycare for ease of fitting for our trainees and volunteers and because they are particularly secure. If you would prefer us to use your harness and lead, please let us know on your registration form or by email.

We always affix a SPPOT ID tag while dogs are with us too, this is a licencing requirement and good practice.

### **Meals in Dog Daycare**

If you require your dog to have a meal or snack while at daycare, please ensure this is sent in, in a sealed container with your dog's name and the date on it, along with instructions if needed. Please ensure this handed to the staff member on duty, rather than being left in a bag.

### **Booking procedure: Dog Daycare**

1. To ensure customers get the reservations they want, we strongly recommend booking in advance.
2. All bookings must be made by the customer via our online booking system.
3. Customers who cannot use the internet, may book in person or over the phone to the SPPOT office during office hours and all bookings will be made on their behalf by SPPOT staff.
4. Full instructions are provided when you register with us.
5. It is important to keep your login information safe.
6. If you lose the link to the booking system, you can access it via the Dog Daycare page of our website
7. It is the responsibility of customers to ensure that they make their own bookings and do their own edits and cancellations.
8. If dogs are brought in and they are not booked in, they will be turned away, even if it is a regular booking that hasn't been extended. This is because we are limited by our licence numbers and because we provide high levels of care that we do not wish to compromise.
9. If you book day placements right up to a holiday or break of some kind and plan to book again after the break, there's a chance that the place could be taken by another customer, so we strongly recommend you book for after the break too.

## **Dog Daycare Payments**

1. Dog day placements are invoiced for at the end of every month, for the sessions that have taken place that month, so you will never be charged for future sessions.
2. Dog daycare invoices are sent by email by default and by post for anyone who does not use email.
3. Dog Daycare is charged as follows:
  - Half day £10 normal price; £5 concession
  - Half day rate is for 1 to 5 hours from 8am to 1pm or 1pm to 6pm
  - Full day rate is £15 normal price; £7.50 concession
  - Full day rate is for 5-10 hours
4. Please be aware we do not do an hourly rate or break the day down any further. Therefore 1 hour, 2 hours, 3 hours, 3.5 hours etc all charged at the half day price; 5.5 hours, 7 hours etc are charged at the full day price.
5. Payment can be made online via the invoice using PayPal (even if you don't have a PayPal account), or by bank transfer, details on the invoice, by cheque, by post or in person, or by cash in person only.
6. Please note that all cheque and cash payments must be made via the SPPOT office in person or post.

## **Dog Daycare Cancellations**

Advance bookings can be cancelled if needed, up to 1 week (7 days) before the booking without incurring a charge, by simply logging in and following the on-screen instructions.

Cancellations made between 48 hours (2 days) and 7 days before the booking will be charged half the fee – unless the place is filled, in which case no charge will be made.

Cancellations made in the 48 hours before the booking will be charged the full fee – unless the place is filled, in which case no charge will be made.

## **Transportation Service: Dog Daycare**

We do not currently offer a transportation service as standard. However, in some instances we may be able to assist with transporting dogs to and from daycare. For example, if you live within walking distance of SPPOT DHQ or if a staff member passes your house.

Where we can provide this service, it is free of charge and will need to fit around our staff rota, so times cannot be guaranteed. This is because our staff are usually responsible for the welfare of children, vulnerable adults and other dogs as well. We will, however, endeavour to provide an agreed transport service as close as possible to the times you need, but they may be earlier or later, depending on the needs of the service.

## **Terms & Conditions Dog Walking**

### **Temperament of dogs: Dog Walking**

Dogs must be of good temperament and not display any aggression towards people, particularly children, or other dogs to access SPPOT's Dog Walking service. This is assessed by fully qualified and experienced staff at the initial home visit and walk.

We can however, cater for dogs who are nervous, shy or anxious and who have mild behaviour and training issues, as we walk dogs 1:1 and all volunteers are fully accredited and experienced, and we are managed by staff who are highly qualified in canine training and behaviour.

Therefore, some training and behaviour issues such as lead pulling, recall, anxiety, house training, fearfulness and so forth may be improved by having a SPPOT dog walker.

We always keep an open, positive dialogue with customers to ensure that all dogs continue to benefit from our services.

However, some behaviour problems may mean that dog walking cannot be offered or may be withdrawn if a problem become apparent later because we must always act in the best interests of all the dogs and people, including young people who attend SPPOT.

Aggression therefore, may prohibit a dog from being walked by SPPOT.

All services are subject to initial and ongoing assessment with regards to suitability for the service.

If a dog has to be withdrawn from the service, we may be able to substitute this with a sitting service at home, or by providing assistance with the behaviour issue.

### **Health & Wellbeing: Dog Walking**

Puppies must be fully vaccinated to have a full walking service and we will only walk puppies as far as is advisable for their age and breed. However, we also offer a pre-vaccination socialisation service – just ask for details.

All health information is requested at the initial home visit so that we can form a dog walking plan with you that accounts for any health concerns.

It is vital that customers keep us informed on ongoing or new health problems so that we can take proper care of your dog.

### **Identification: Dog Walking**

All dogs must also wear a collar with identification as per the current law. This is still the law, because if a dog has their address on their ID tag, they can be returned home much more easily than going through the process of finding a microchip scanner.

All dogs must also be microchipped as this is now law too.

## Meals as part of a Dog Walking service

We are happy to feed dogs as part of their dog walking service, however please bear in mind that larger breeds should not be walked an hour either side of a meal due to the risk of gastric torsion or 'bloat' which can be fatal. This is also sensible if you have a high energy dog or a smaller one with a deep chest.

Please also note that we charge by the hour, from when the Volunteer Dog Walker arrives at your house, until they leave your house. This normally means they get a 50 minute walk, but feeding would take up part of that time.

Reservations need to be made via the online application and bookings system unless the customer doesn't have access to the internet.

## Booking policy & procedure: Dog Walking

1. To ensure customers get the reservations they want, we strongly recommend booking in advance.
2. All dog walking must be booked via our online 'dog walking request' system.
  - Customers who cannot use the internet, may book in person or over the phone to the SPPOT office during office hours and all bookings will be made on their behalf by SPPOT staff.
  - Full instructions are provided when you register with us.
  - It is important to keep your login information safe.
  - If you lose the link to the booking system, you can access it via the Dog Walking page of our website
3. Providing as much notice as possible, means your request is more likely to be approved
4. Making a 'dog walking request' does not mean your booking has been made, please wait to receive an email confirmation that we can (or cannot) walk your dog on the days requested.
5. The Dog Walking Request system works for ad hoc walks or regular bookings.
6. It is the responsibility of customers to ensure that they make their own bookings and do their own edits and cancellations.
7. Ad-hoc/non-regular) bookings will be accommodated wherever possible but may not always be possible.

## Payment

1. Dog walking is invoiced via for at the end of every month, for the sessions that have taken place that month, so you will never be charged for future sessions.
2. Dog walking invoices are sent by email by default and by post for anyone who does not use email.
3. Dog Walking is charged as follows:
  - Up to 1 hour for 1 dog £8 normal price; £5 concession
  - Up to 1 hour for 2 dogs £10 normal price; £7.50 concession
  - Additional dogs, price on request
  - Additional time, price on request
4. Payment can be made online via the invoice using PayPal (even if you don't have a PayPal account), or by bank transfer, details on the invoice, by cheque, by post or in person, or by cash in person only.
5. Please note that all cheque and cash payments must be made via the SPPOT office in person or post as our staff and volunteers cannot accept payments directly from you.

## Dog Walking Cancellations

Advance bookings can be cancelled if needed, up to 1 week (7 days) before the booking without incurring a charge, by simply logging in and following the on-screen instructions.

Cancellations made between 48 hours (2 days) and 7 days before the booking will be charged half the fee – unless the place is filled, in which case no charge will be made.

Cancellations made in the 48 hours before the booking will be charged the full fee – unless the place is filled, in which case no charge will be made

## Transportation Service: Dog Walking

We do not currently offer a transportation service as standard as most of our Volunteer Dog Walkers use buses or arrive on foot to keep costs down and customers prices low.

However, in some instances we may be able to assist with transporting dogs to and from walks and this will be agreed and costed individually.

## **Data Protection**

SPPOT conforms to the rules set out in the Data Protection Act 1998 and the General Data Protection Regulation 2018 (GDPR).

Customers will be provided with a copy of the full Data Protection Policy to complete and sign to show understanding of how we use and store your data plus active opt-in or opt-out for newsletter emails and so forth.

## General Bookings Policy

Booking any services with SPPOT, should be made in advance, online via the website by default or by phone or in person for anyone who doesn't have access to the internet.

We reserve the right to alter the dates or times of services but only when necessary (e.g. staff illness) and will make every effort to rebook convenient dates. We will endeavour to give as much notice as possible for any cancellations and we do have relief personnel to cover most absences.

Occasionally SPPOT may need to cancel services through illness or exceptional weather (see separate policy). A replacement session will always be offered, but this may not be on the same day or at the same time, but we will always try to accommodate the customers' needs.

Please also see our 'Working in All Weathers' Policy as there are some exceptional weather conditions in which we cannot expect our staff and volunteers and trainees to work outside or walk in certain places e.g. woods in very high winds, beaches during high tide storms. We also reserve the right to alter or cancel services for dogs in very hot weather, due to the elevated risk to dogs.

No dog ever died through not having a walk but many have through being walked in hot weather.

SPPOT, A Community Interest Company reserves the right to withdraw a dog from any of our services if it becomes apparent that the situation is not in the best interests of the dog or our volunteers or staff.

This right is reserved with the assurance that as much notice as possible will be given. We will endeavour to assist with any issue that gives rise to a decision to withdraw the service, however this usually incurs an additional charge.

### **Customer Booking Alterations**

Customers can use their personal login to change their bookings online. Any cancellations are subject to the cancellation policy and charges.

Customers can also change bookings by telephoning the office on 01437 767648 during office hours, 8am to 6pm, Monday to Friday or by emailing [enquiries@sppot.co.uk](mailto:enquiries@sppot.co.uk)

The office mobile phones are available during the hours of 8am to 6pm: 07507322962