

## TERMS & CONDITIONS

Our aim at Tails of Swale is to ensure that your dog has the most stress free, enjoyable time possible during their stay with us.

Dogs will be subject to an initial assessment prior to joining our Dog Day Care team. This will help us to understand your dog's needs and how they socialise with the rest of the group. If the dog is deemed not suit to our routine, for any reason by our accessor, or the dog's owners, then we will be unable to accept them as clients.

Bitches that are not spade will be able to attend Dog Day Care whilst in season but, will only be mixed with other females, or neutered males.

If there are any changes in your dog's health or behaviour, we need to know as soon as possible to ensure they receive the correct level of care. Kindly also refer to our Young Dogs and Entire Males policy.

With our wonderful facilities for your dogs to play outside and good British weather, they will return home dirtier than when they arrived.

Dogs are required to attend Tails of Swale with a suitably sized collar which can be left on throughout their stay.

**Email Address:**

**[TailsofSwales@gmail.com](mailto:TailsofSwales@gmail.com)**

**Contact no: 07590 649369**

Dogs will be supervised at all times, however, in the course of normal play they may sustain injuries, such as cuts and scrapes. In an emergency, we will make every effort to contact you. We do reserve the right to make decisions without your verbal consent if we feel your dog requires immediate veterinary attention. We will transport your dog to our vet's Thirsk Veterinary Centre, Thirsk. The owner is responsible for any veterinary bills incurred.

Tails of Swale has public liability insurance with NFU Mutual but we do advise that owners have adequate insurance cover for their dogs as we cannot be held liable for any loss, injury, illness or death of your dog.

Please read our vaccination plan, on the Owner's Consent Form, before registering and attending Tails of Swale to ensure your dog is correctly vaccinated. Kennel Cough vaccination is a live vaccine, and dogs must have a clear 72 hours before attending.

Dogs will be exercised appropriately according to their age, bodily condition and the weather, we will exercise all dogs on site in our paddocks and make the most of our shade and shelter. Please provide at least 24 hours' notice on cancelling your Daycare/Boarding booking. If it becomes reoccurring, then we reserve the right to offer your dogs' place to another client.

Our drop off and pick up times are to be adhered to:

<b>Week Day</b>	<b>Morning:</b>	8a.m. – 10a.m.	<b>Evening:</b>	4p.m. - 5.30p.m.
<b>Weekends</b>	<b>Morning:</b>	9a.m. – 10a.m.	<b>Evening:</b>	4p.m. - 5.00p.m.

Dog Day Care will be charged on a weekly basis and can be paid by either bank transfer or card machine.

For Boarding dogs, we require a **20% deposit** to confirm the booking, and the remainder of the balance will be payable on collection and before departure of the dog, either by BAC's or card machine.

Please contact Caroline on the contact number or by email as provided above.

Owners Name:	
Owners Address:	
Email address:	
Contact No.	
Emergency contact, if owner unavailable	
Usual Vets name & Contact no:	
Dogs Name:	
Dogs Breeding:	
Dogs Age:	
Gender:	
Castrated/Neutered:	Yes / No
Microchip No:	
<b>Vaccination Plan required for the following:</b>	
Distemper/ Parvo (3 years)	
Lepto (1 yr)	
Kennel Cough (1 yr) <small>(Dogs will not be accepted for 72 hrs after vaccination due to live vaccine)</small>	
Last Flea Treatment	
Last worming + products used: 1 mth up to 6 mths, 3 months Adult dog	
<b>Details of any relevant medical &amp; behavioural history</b>	

## Dog Owners Consent Form

At Tails of Swale in our quest to offer you and your dog the best service, and care at all times, we require your consent (or not where applicable) in relation to activities that may occur during your dog's stay with us.

Dogs are pack animals and usually enjoy socialising with other dogs of similar personality. Do you consent for this to happen to your dog?	
Dogs from the same households may share a kennel and run. Do you consent for your dogs to share living quarters? Also, in the event of our staff encountering a problem to you consent for us to separate them accordingly?	
Do you consent for Tails of Swale staff to administer medication, if provided by you or your vet?  <b>Name of Medication:</b> <b>Quantity given:</b>	
Do you give permission for Tails of Swale to transport your dog(s) for whatever reason e.g. Veterinary treatment?	Yes/ No
Do you consent for your dog to receive chews and treats? Kindly advise of any <b>not</b> allowed	
Do you consent for your dog(s) to be walked on a lead, off site?	
Are there any family members/friends that may collect your dog in your absence. If so, kindly advise us on arrival. Also provide a suitable password, so that the collector of your dog(s) can be verified	<b>PASSWORD:</b>
Please sign to say that you consent for us to mix Day Care & Boarding dogs if deemed suitable	

I have requested that Tails of Swale care for my dog(s) during the stay and I agree that I cannot hold Tails of Swale responsible for loss or injury incurred to my dog(s) or another dog or person, unless they are found negligent. I understand the above consents will be adhered to by Tails of Swale.

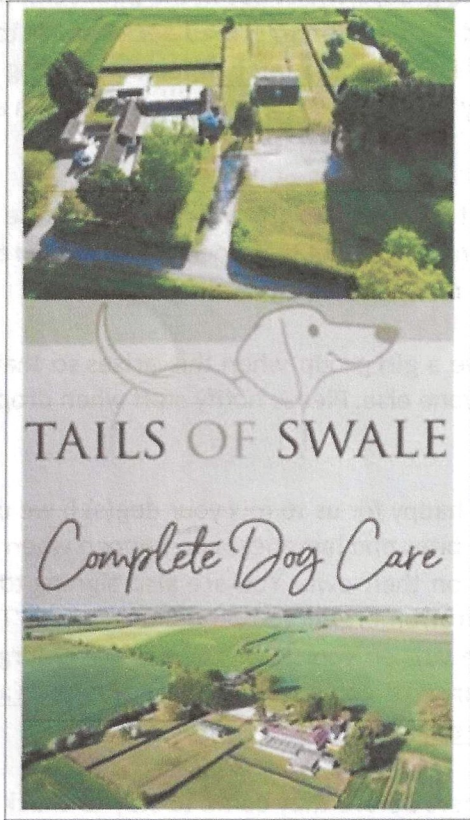
Clients Name:	Date:
Signature:	
The above consents relate to (Dog(s) name(s):	

## Dog Assessment

1. Name:	
2. Breed:	
3. Age:	
4. Personality:	
5. Likes/Dislikes:	
6. Owner's requests:	
7. Extra Information:	

# TAILS OF SWALE

## EXTRA INFORMATION



**Email Address:**

[TailsofSwales@gmail.com](mailto:TailsofSwales@gmail.com)

**Contact No:** 07590 649369

1. Drop off and pick up times are:

<b>MONDAY</b>	<b>To</b>	<b>FRIDAY</b>
<b>8.00 a.m. - 10.00 a.m.</b>		<b>4.00 p.m. - 5.30 p.m.</b>
<b>SATURDAY</b>	<b>And</b>	<b>SUNDAY</b>
<b>9.00 a.m. - 10.00 a.m.</b>		<b>4.00 p.m. - 5.00 p.m.</b>

Please stick to the above reception times otherwise we will have to turn you away. If they are not convenient times, please speak to Caroline. We cannot leave our groups to take in or return dogs.

2. Please bring your dog(s) in a suitable collar, that is safe to wear all the time.
3. Do not bring any bowls or leads as we will have muddled them with ours by the time you return.
4. We are happy for you to bring your dog(s) bed/blankets although we do have plenty of bedding on site, so it's entirely up to you. Please do not bring anything too precious that you mind getting dirty or torn.
5. Bring your dogs' usual food for their stay and we require written instructions, in a bag, with their names clearly displayed. Any medication please discuss with Caroline or the staff, when you drop off your dog(s), as well as having clear instructions, and we can then ensure your dog(s) receive the correct dosage/times.
6. Treats – These are only given either at lunchtime or I like to go round and give all the dogs a treat, when we say 'Good night' to them once they have their last wee. Please don't bring a lot of treats as we won't use them all.
7. If you have food returned more than you would have expected. Please don't worry, we would have offered your dogs their food, but on a few occasions, some dogs don't eat and rather than waste too much food we use our own initiative and may add some sardines with less biscuit/kibble or feed them less than they normally have.

## TAILS OF SWALE

### EXTRA INFORMATION

8. We all try our very best to mix our guests in suitable groups whilst out in the paddocks. Some dogs, for whatever reason, are not able to mix and we make an informed decision not to mix them. Please be respectful to myself and the staff if we haven't felt comfortable mixing your dog(s), we'd rather be safe and not experience any injuries or scary moments, if we can avoid them.
9. Please note, we have an **Entire Male Dog Policy**, if it is applicable to your dog(s), please read carefully. (We are happy to mix entire males as long as we feel they socialise with the rest of our dogs well; any trouble and staff are advised to remove the dog causing an issue).
10. Bitches when in season are welcome, we will have a girl group when this arises so that the bitches in season get the same stimulation as everyone else. Please notify staff when dropping off your bitch if in season.
11. In our Terms and Conditions, it states that you are happy for us to mix your dog(s) if we deem it suitable, also that you are aware accidents, cuts, bites and lameness can happen when dogs play with each other or even just bombing about on their own. You are also signing to give permission for us to take your dog(s) as a priority, in an emergency situation, to our vets 'Thirsk Veterinary Centre'. We will also take them to the vets on your behalf in a lesser emergency if needs be. We always contact, or attempt to, prior to going. In these situations, 'Tails of Swale' are NOT liable for your dog(s) veterinary fees.
12. We also like to meet our new guests and their owners before they come to stay to check both parties are happy with each other's expectations. We are more suited to dogs that like to be out and about in the fields a fair amount of time.
13. We prefer all our guests to be fully vaccinated including Kennel Cough vaccination (this is essential for the dogs to mix and play). Dogs can still catch Kennel Cough when vaccinated as there a lot of different strains but it does mean they get a lot milder illness.
14. Our email address is [Tailsofswales@gmail.com](mailto:Tailsofswales@gmail.com) and you can also contact us via 'phone: Caroline 07590649369 during office hours – 8.00a.m. - 5.30p.m. Monday to Friday. Or anytime in an emergency. Also, on our Instagram Page tails\_of\_swale or our Facebook page via messenger where either Caroline or Maisie will reply.
15. We do try and take as many photos of our guests both boarding and daycare however, we do miss some dogs either because they run too fast and don't keep still or they're shy and are not so photogenic. Also, if they don't mix and they are out in their own paddock we don't tend to get as many pictures of them. As we are working with the dogs we try our very best to photograph as many as we can. Please don't get awkward with our staff if your dog hasn't featured.

**TAILS OF SWALE**  
**EXTRA INFORMATION**

16. To make a booking, we require **20% non-refundable/transferrable deposit** to secure the dates you require, please include the words 'Dep and the date' in your card payment details. The remainder is required by bacs or card before taking your dog(s) home.
17. When we have regular returning guests (which we love), please keep us updated with your contact details and your dog(s) vaccination updates to ensure we meet our Licensing Regulations.