



Home from Home – Essex

BOOKING and TERMS & CONDITIONS

NOTE

IF YOUR DOG IS OUT OF CONTROL, BOISTEROUS OR DIFFICULT TO MANAGE IT IS IMPORTANT YOU LET US KNOW IN ADVANCE TO ENSURE WE PROVIDE THE MOST SUITABLE CARER.

IF YOUR DOG IS AGGRESSIVE THIS SERVICE WILL NOT BE SUITABLE.

TITLE FIRST NAME LAST NAME

ADDRESS

..... POST CODE.....

TEL NUMBER {HOME} WORK..... MOBILE.....

EMAIL ADDRESS

WHERE DID YOU HEAR ABOUT OUR SERVICE?.....

DATES OF TRIP AND APPROXIMATE ARRIVAL AND COLLECTION TIMES:

ARRIVAL DATE..... APPROX TIME.....

COLLECTION DATE APPROX TIME

ABOUT YOUR DOG[S]

1ST DOG'S NAME MALE/FEMALE SIZE: SMALL/MEDIUM/LARGE

BREED AND DESCRIPTION OF DOG AGE.....

2ND DOG'S NAME MALE/FEMALE SIZE: SMALL/MEDIUM/LARGE

BREED AND DESCRIPTION OF DOG AGE.....

3RD DOG'S NAME..... MALE/FEMALE SIZE: SMALL/MEDIUM/LARGE

BREED AND DESCRIPTION OF DOG AGE.....

FOOD IS PROVIDED BY YOURSELF, CAN YOU TELL US HIS/HER FEEDING PATTERN,
THE QUANTITY OF FOOD GIVEN AND THE TIMES OF EACH MEAL

.....

.....

WHAT IS HIS/HER EXERCISE ROUTINE

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DESCRIBE YOUR DOG'S LEVEL OF OBEDIENCE AND ANY USUAL COMMANDS THAT HE/SHE RESPONDS TO:

.....

.....

WHERE DOES YOUR DOG USUALLY SLEEP?

IS YOUR DOG USED TO BEING AROUND CHILDREN, IF YES, PLEASE STATE AGES

COULD YOUR DOG BE PLACED IN A HOME WITH OLDER CHILDREN? Y/N

WHEN OUT WALKING DOES YOUR DOG PULL HARD ON THE LEAD? Y/N

Form continues...



Home from Home – Essex

BOOKING CONTINUATION

PLEASE GIVE THE ADDRESS OF YOUR OWN VET

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IF YOU HAVE MEDICAL INSURANCE FOR YOUR DOG, PLEASE GIVE DETAILS

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IS YOUR DOG: VACCINATED YES / NO WORMED YES / NO SPEYED / CASTRATED

PLEASE GIVE DETAILS OF ANY HEALTH CONDITIONS AND MEDICATION YOUR DOG IS TAKING

.....

.....

IS YOUR DOG LIKELY TO:

JUMP ONTO THE FURNITURE?	OFTEN / OCCASIONALLY / NEVER
MESS OR URINATE IN THE HOME?	OFTEN / OCCASIONALLY / NEVER
JUMP UP AT PEOPLE?	OFTEN / OCCASIONALLY / NEVER
BARK?	OFTEN / OCCASIONALLY / NEVER
WHINE?	OFTEN / OCCASIONALLY / NEVER
CHEW FURNITURE?	OFTEN / OCCASIONALLY / NEVER
SCRATCH AT CARPETS OR DOORS?	OFTEN / OCCASIONALLY / NEVER
CHEW SMALL OBJECTS, E.G. PENS?	OFTEN / OCCASIONALLY / NEVER
BE POSSESSIVE WITH FOOD OR TOYS?	OFTEN / OCCASIONALLY / NEVER

IS YOUR DOG LIKELY TO BE AGGRESSIVE TOWARDS ANY OF THE FOLLOWING?

PEOPLE/CHILDREN AT ANY TIME?	OFTEN / OCCASIONALLY / NEVER
IF SO WHEN?	
POSTMAN/MILKMAN ETC?	OFTEN / OCCASIONALLY / NEVER
CATS?	OFTEN / OCCASIONALLY / NEVER
OTHER DOGS?	OFTEN / OCCASIONALLY / NEVER

PLEASE PROVIDE ANY OTHER RELEVANT INFORMATION THAT WOULD BE USEFUL TO YOUR DOG'S CARER:

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EMERGENCY CONTACT INFORMATION (while you are away)

NAME:

CONTACT PHONE NUMBERS:

HOME

WORKMOBILE

Terms & Conditions Follow – please read & sign before returning all forms to us

Home from Home – Essex

TERMS AND CONDITIONS

- Home from Home – Essex reserves the right to refuse to care for any dog we or the carer consider to be unsuitable or is visibly unwell at the time of leaving the dog with the carer. Home from Home – Essex will not be liable for any costs incurred by the dog(s) owner in the event of such cancellation.
- Owners must only register dogs that are non-aggressive but should the dog(s) show aggressive tendencies to the carer or their family, or should the dog(s) behaviour become uncontrollable or a nuisance beyond reasonable acceptance, the dog(s) will be placed in an alternative safe environment and any additional costs will be met by the owner.
- Delivery and collection dates must be adhered to as the carers may have other bookings. If a booking needs to be extended for any reason Home from Home - Essex will try to keep clients dog(s) with the existing carer. If this is not possible, the dog(s) will be relocated to another suitable carer. The additional carers fee, and a transfer fee of £10, will be payable by the owner.
- Sufficient food and supplies must be left with the carer at the time of leaving the dog(s). If any dog(s) requires medication owners should discuss this with the carer during the introductory meeting. Any additional supplies that are purchased by the carer must be reimbursed by the owner when they collect their dog(s).
- All dogs must be vaccinated, wormed and free from fleas before being placed with the carer.
- Should the Emergency contact not be available, agreement is given for Home from Home – Essex to make any decision necessary regarding the dogs health providing it is acting in the best interest of the dog(s) and is on the advice of a qualified Veterinary Surgeon. All Veterinary bills incurred during the booking will be paid by the owner.
- Bookings should not be made direct with the carers. This is an unfair practise for all parties, and such bookings would not be covered by the third party liability insurance which is held by Home from Home – Essex. Any such bookings undertaken would result in Home from Home- Essex refusing to take booking for and from the two parties.
- **To confirm a booking the REGISTRATION FEE (where applicable), DEPOSIT and THESE FORMS (completed and signed) must be sent to Home from Home – Essex, at the address below. The balance to be paid to the carer, when the dog(s) is/are left with them.**
- If any booking is cancelled by the owner there will be a **minimum administration charge of £10** included in the following refunds:
 - More than 30 days notice of cancellation, full refund
 - 20-30 days notice of cancellation, 75% refund
 - 10-20 days notice of cancellation 50% refund
 - Less than 10 days notice, no refund.
- If any dog(s) is/are not collected, or the owner/Emergency contact has not telephoned the carer or Home from Home - Essex within 7 days after the due collection date stated on the booking form, it will be considered that the dog(s) has/have been abandoned. Home from Home - Essex reserve the right to place the dog(s) with an animal charity. Any costs incurred will be the responsibility of the owner.

I hereby confirm that I am the owner of the dog(s) named on the booking form and agree to the terms and conditions as stated above. I also authorise Home from Home – Essex:

To act as guardian, during my absence, and to take any action which is considered suitable in order to protect and keep in good health the above named dog(s). I further confirm that I will be responsible for any costs which might be incurred, either veterinary or other, as a result of sickness, accident, or damage caused to or by the above named dog(s) and that I will pay such costs or expenses on demand. I also understand that no liability will attached to Home from Home – Essex or the dog(s) carer.

Signed _____

Print name _____

Dated _____

**TOTAL AMOUNT
ENCLOSED**

When form is complete and signed, please send all three parts to:

Home From Home-Essex, 22 Whitehall Close, Chigwell, Essex IG7 6EQ