



# Changes to our terms & conditions

## Section 1 - Vaccinations and health

**c.** Added “We do rely on owner’s being honest about any such health concern and whilst we endeavour to exclude any pet’s incubating any illness, we do not accept liability for any illness your pet may pick up during boarding or daycare. Careful hygiene practices are followed but your pet will be exposed and around other pet’s more than they would normally and with this comes an increased risk of potentially picking something up.”

**g.** New point added “Following collection of your pet, any issues or concerns must be brought to our attention within 18 hours of collection in order for us to investigate or resolve them. We will not be able to consider anything after this period, as they will have been out of our care and it is difficult to conclude if the issue had occurred during their time at Haleswood or since collection. All areas are covered by CCTV and all pet’s are carefully monitored during their time with us. If a third party such as a dog walker, trainer, other animal professional, family member or friend, collects your pet on your behalf, the responsibility of your pet becomes theirs with immediate effect and we do not accept liability for anything that may occur from that point onward.”

## Section 2 – Pet behaviour and temperament

No change

## Section 3 – Accommodation and exercise

**i.** Added “See section 1g. regarding raising a concern following collection of your pet.”

## Section 4 – Fees and deposits

**b.** Removed regarding daycare payments “and this is non-refundable and cannot be transferred to another day.” Added “If you need to change a daycare that you have booked, we will move it to another day of your choice for a £5 surcharge. The rebooked day must fall within 14 days of the amended daycare and is subject to us having availability and being given a minimum of 24 hours notice. If you need to cancel the day completely, the usual T&Cs apply where the payment is lost.”

**e.** New point added “A three day minimum charge will apply to bookings that occur over a bank holiday weekend where you want to collect on the Saturday or Sunday, to cover and include all three days of the bank holiday. Dates where this applies are Easter weekend, Early May Bank Holiday weekend, Spring Bank Holiday weekend and August Bank Holiday weekend.”

**l.** New point added “Administration time will be charged for if we need to keep chasing up any information including vaccination records, signed documents, deposits, outstanding payments or incomplete information on your online account. There will also be a charge levied for repeated (two or more) changes to bookings made which increases admin and processing time for your booking. Admin fees are £5 per change or follow up for information.”

## Section 5 – Photographs, social media and special offers

No change

## Section 6 – Your data and privacy

No change