



# Aunty Vikki's

*Your Pets Favourite Aunty*

## Aunty Vikki's Pet Services

### Operating Procedures

#### **Approval Process:**

All dog breeds will be considered for Boarding and Daycare. We do not discriminate by way of breed, we simply assess the dog in front of us. Dog's will be required to have a meet and greet with resident dogs, with their owner present prior to confirmed bookings. This is to assess their behaviour and compatibility with resident dogs. Any dogs boarding for 3 nights or more are required to have a chargeable overnight trial period before booking can be confirmed (for new customers only). All candidates over 12 months old must be neutered or spayed (unless a vet has advised otherwise). Consideration for entire male and female dogs will be made based on compatibility and behaviour around the resident dog. Puppies must be over 6 months of age and be fully vaccinated more than two weeks prior to boarding. All dogs must be fully vaccinated for and show proof of Canine Distemper, Canine Adenovirus/Infectious Canine Hepatitis, Leptospirosis, Canine Parvovirus and must be using vet approved flea, tick and worming preventatives. Boarding contract to be completed and signed by owners before daycare/boarding can commence. All dog bedding, toys etc; can be provided but if owners prefer, they can bring their pets bed and favourite toy, although we cannot guarantee the resident dog and other guests won't try to use/play with it.

#### **Behavioural issues:**

We ask that you are open and honest about any behavioural issues your dog may have before sending them to us for boarding/Daycare. In order to provide a safe environment for your dog and our resident dog, we need to be prepared for any issues which may arise. For example, if your dog is generally destructive when left alone but finds comfort in a crate and having music playing, then bring their crate and we will make them as comfortable as possible if they need to be left for a short period of time. If your dog is scared of fireworks and will be in boarding at a time when fireworks are expected, let us know so we can make allowances for this and reassure them as much as possible. We are not averse to looking after behaviourally challenged dogs as we've looked after hundreds of them over the years, but we do like to be prepared wherever possible to make their stay a positive experience.

## **Feeding:**

For all dogs boarding, their food will need to be provided for the duration of their stay with details of quantities and number of feeds. Two feeds a day is recommended but we will stick to their normal routine.

## **Allergies and Intolerances:**

If your dog has any known allergies or intolerances, then please do let us know. For example, if your dog is intolerant to chicken, we will make sure they do not take part in the bedtime chicken routine. Or if your dog is allergic to a certain washing powder, we will make sure we don't use that brand of washing powder for the duration of their stay.

## **Flea & Tick Prevention:**

Since fleas and ticks are easily transmitted from pet to pet, we require all owners to treat their pets with veterinarian approved flea and tick preventative and bring any with them if due while boarding. In addition, we strongly encourage regular administration of preventative worming treatment.

## **Medication:**

We are happy to give oral or topical medications to your dog whilst they are in our care. In order to do so, we will need the following:

- All medications must be in their original container and must include your dogs name.
- The name and strength of the medication must be visible on the packaging.
- Dosage must be stated and any syringes or measuring tools for the medication must be provided.
- Directions including dosage, number of times per day, how it is given, illness to be treated, areas to be treated, etc must be provided.
- Data sheet for the medication must be supplied with the medication.

## **Dirty Dogs:**

We will do our very best to clean up dirty dogs before they are picked up by their owners. However, owners should be aware that due to the wonderful Welsh weather, there will likely be occasions when your dog may not be as clean when they go home as they were when arriving. We are more than happy to undertake daily grooming of your dog whilst they are in our care, subject to owners consent and it being safe for us to do so.

## **Name tags, Collars & Microchips:**

All dogs must come with a collar (or headcollar/harness etc) and lead. We will not use prong collars or shock collars on any dogs in our care. We will provide I.D. tags with our name, address & contact number for Boarding Dogs for the duration of their stay. All dogs, by law, must be microchipped. Please ensure your dog is microchipped and you provide us with their microchip number prior to arriving for their stay.

## **Exercise:**

Dogs will have access to a secure supervised outside area all day, (weather dependent). The exercise plan for your dog will be tailored to your individual dog. For younger more energetic dogs there are

many beautiful walks in our local area for them to enjoy. For older, more sedentary dogs, sniffy walks around the block will be provided at their pace. Or if they just want to snooze on the sofa under a comfy blanket, then that's fine too.....we will work it around them.

Doggy Daycare dogs can also benefit from our countryside walks or trips to the fully secure field for a run around off lead. If this is something you are interested in, then please do let us know.

### **Risks:**

Owners should be aware that their dog/dogs will be walked in public areas and mixed with other dogs whilst residing with us (unless otherwise specified and agreed). Obviously, walking in public areas comes with risk as we may encounter other dogs who are off lead and not friendly or an unavoidable hazard which may cause harm. Whilst every effort will be made to keep your dog out of harms way, some risks may be unavoidable. In the unlikely event of an incident occurring, your dog will be immediately checked for any visible injuries. If injuries are sustained, we will immediately return home and treat any superficial injuries if need be. The incident will be logged and the owner will be informed. The next steps will be dictated by the owner on how they wish to proceed.

### **Hours of Operation:**

For boarding dogs we do recommend that your dog is dropped off around Mid-Day, if possible. That way we can get to know them and make them feel comfortable and be suitably relaxed before bed time. Dog boarding runs from 12:00 Noon to 12 Noon. If your collection time runs past 12 Noon on the day you are due to collect your dog, additional charges will need to be discussed.

For Daycare dogs, our hours of operation are between 8am and 4:30pm.

Am sessions run between 8am and 12 Noon.

PM Sessions run between 12:30 and 4:30pm

Full day sessions are between 8am and 4:30pm.

**We can be flexible with drop off and collection times but this must be arranged in advance to make sure we have the facilities to accommodate your request. Late collections without prior arrangement will result in additional charges and may result in a refusal to provide services in the future.**

### **Deposit/Cancellation Policy:**

All bookings for Dog Boarding will require a 50% deposit at the time of booking in order to secure those dates. This will then be deducted from the final invoice. Any cancellations for boarding services with less than 7 days notice will lose their deposit.

Doggy Daycare cancellations will require a 24 hour notice period in order for them to be reimbursed or change the date for a future date.

### **Payment:**

All Dog Boarding payments will be invoiced and are due in full at the start of the boarding period. Invoices will be provided with payment methods listed.

Daycare payments for pre-arranged bulk bookings are to be made in advance in order to secure the dates and reduced price. Weekly or daily bookings are due on the first day of your dog's stay prior to dropping them off.

### **Collection:**

Owners can arranged to have friends or relatives collect their dog, but owners must inform us in advance before we will allow any other person to take home a dog that is not theirs. We take dog security very seriously so proof of ID must be shown by the person collecting.

### **Emergency Vets**

In case of an emergency, we have a vet on hand 24 hours a day. They provide their own out of hours emergency cover and we can transport dogs there within 25 minutes. We are more than happy to use your vets if your dog becomes ill or has an injury whilst in our care but if you wish to have the reassurance of a local vet being available out of hours, we can also provide that service if you are in agreeance. You will be responsible for the cost of any veterinary treatment your dog may need whilst in our care.