Terms & Conditions

Love Dogs — Terms & Conditions 2026

Welcome to Love Dogs !

All bookings, whether confirmed or pending, are subject to the following Terms and Conditions.

This document outlines the agreement between you, the owner, and Ian Hickton, owner of Love Dogs.

Your Booking

1. Confirmation

Bookings are only fully confirmed once a completed Profile Form has been submitted with all information provided and a successful trial period has taken place.

2. Payment

A deposit is due once your booking is confirmed, which secures your dates. The remaining balance is due 14 days prior to drop-off.

Invoices are sent digitally and include bank details. If you prefer to pay in cash, you must agree this with me at the time of booking.

3. Cancellation or Changes

If you need to cancel or amend your booking:

- Cancellations/changes made less than 7 days before the scheduled boarding date require full payment.

4. Provisional Bookings

Provisional bookings are not accepted. Dates are only held, with the required deposit whilst awaiting a Meet & Greet.

5. Health Requirements

All dogs must be up to date with vaccinations, worming, and flea/tick treatments (proof must be provided).

6. Trial Period

A pre-visit trial is recommended before the stay. This ensures you, your dog, and me are comfortable and that this is the right environment for them.

Trials are charged at normal rates.

7. Emergency Cancellations by Us

In extreme circumstances where we are unable to proceed with the booking, we reserve the right to cancel without liability. However, we will always do our absolute best to help you find alternative care.

8. Early Pick-Up If you collect your dog earlier than the agreed end date, the full original rate still applies.

9. Drop-Off & Pick-Up

All drop-offs and collections must take place at my home, between 8am –7.

10. Prices

- 24-hour boarding: £35 per 24 hours
- £10 discount added for a sibling from the same household.

11. Legal Agreement By completing the profile form, you are confirming you're booking and entering into a legal contract with Love Dogs, subject to these Terms and Conditions.

Your Dog

1. Accurate Information You must provide complete, honest and detailed information about your dog(s) in the Booking Form and inform us of any changes. Failure to disclose relevant information may result in cancellation.

2. Restricted Breeds We cannot accept any dogs falling under the Dangerous Dogs Act.

3. Unspayed Females:

We accept bookings for unspayed females, We do not accept dogs in season or the 2 weeks after their bleeding subsides (this is the period a dog is fertile and will be recipient to male dogs), please check the following link if you are unfamiliar with your female dogs' cycle. Although we will take all precautions to ensure mating does not occur, we are not liable for any accidents - https://www.petmd.com/dog/general-health/dog-in-heat

4. Behaviour

If your dog shows any aggressive behaviour toward other dogs, no matter how minor you must inform us before booking.

5. Triggers

All known behavioural triggers must be disclosed.

6. Off-Lead Exercise

Dogs will only be exercised off-lead with your permission. All dogs remain on lead unless in a securely enclosed area.

7. Personal Care

Dogs must arrive clean and groomed. If regular grooming is required, please supply the necessary equipment. If your dog needs to be showered, please provide any special shampoo required — otherwise, we are happy to supply our own.

8. Legal Ownership

You confirm that you are the legal owner of the dog(s).

9. Medical History

Please disclose all relevant medical history in writing, even if previously discussed.

- Dogs must be fully vaccinated with copies supplied.
- Dogs must be treated for fleas and worms prior to arrival.

If a flea infestation occurs, treatment costs will be charged to you.

10. Health Status

Your dog must not have had any contagious illness within the last 30 days. If your dog becomes unwell during their stay, they will be cared for separately within the home, and you will be contacted.

11. Supplies for Stay

Please provide:

- Enough food for the full stay
- Any medications
- Bedding, toys (if desired)
- Lead and harness

If insufficient food is supplied, replacement costs will be added to your invoice.

12. Socialisation

Supervised socialisation may occur, and you accept the risks involved. If your dog is reactive and you inform me beforehand, walks and routines will be adapted accordingly.

13. Transportation

You acknowledge the risks associated with transportation (e.g., travelling to walking locations) and waive any related claims against Love Dogs.

Veterinary Care

1. Emergency Care
2. If your dog becomes unwell or injured, we will take them, when possible, to their own veterinary surgery. You agree to cover all veterinary fees. If neither you nor your emergency contact can be reached, Love Dogs may make necessary decisions based on veterinary advice.

2. Liability for Injuries Caused by Your Dog

You are responsible for any injury your dog causes to other animals or people. 3. Veterinary Bills All veterinary costs incurred while your dog is in our care are your responsibility.

Insurance

1. Our Insurance Love Dogs is covered by business public liability insurance, including care, custody and control of animals up to a maximum value. Any veterinary bills incurred will still be invoiced directly to you.

2. Your Insurance It is recommended that you have your own pet insurance and provide us with your policy details.

Code of Practice

1. Integrity

Love Dogs operates with integrity, responsibility and trustworthiness.

2. Welfare Priority

The welfare of all dogs in our care is always the highest priority.

3. Supervision

Dogs are only socialised when supervised. Dogs are only left alone for essential shopping etc., and never for more than 1–2 hours.

4. Care Standards

We provide a clean, warm, loving home environment with:

- Access to a secure back garden
- Fresh water
- Daily exercise
- A routine similar to what your dog is used to

Agreement

By using our services, you confirm that you have read, understood, and agree to these Terms and Conditions.

Thank you for choosing Love Dogs!