



## Terms & Conditions

An introductory visit or dog walk at a mutually agreed place will be arranged, usually at the house. This will ensure the customer and JustVizsla are happy to undertake the booking. If JustVizsla or the client does not feel happy to proceed with the booking they must inform the other party within 24 hours of the initial visit.

The client will be asked to complete a Boarding Consent Form about their pet and sign to confirm it is correct.

If the client cannot be contacted the client's emergency contact can make decisions regarding the client's dog's health should the need arise.

If JustVizsla cannot make contact with the client or emergency contact and if the client's pet is ill whilst in the care of JustVizsla and veterinary treatment is required, then JustVizsla shall act on the advice of a Veterinary Surgeon. The client agrees to pay any Vet bills on their return.

Charges are per day, the day of arrival is charged regardless of the time of arrival. No charge is applicable if you collect before 10am on the departure day (this must be arranged at the time of booking)

A deposit of 50% is required at the time of booking. The remaining balance is due 30 days prior to arrival.

In the event that you need to cancel your booking please note our cancellation policy: Cancellation notice: 30+ days notice before start date FULL refund, 29-15 days notice 50% refund, 14-7 days notice 25% refund, 6 days or less no refund will be offered.

The Client is responsible for ensuring that their dog is micro chipped, the micro chip number is supplied and has a suitable lead and collar that the dog cannot remove. For dog walks, JustVizsla will also ensure that the collar contains a dog tag with their contact details on.

JustVizsla will make every effort to continue normal service and all pre-booked pet care in adverse weather conditions. We will notify you in cases where we are unable to accommodate your pet.

In extraordinary circumstances, we may have to make the decision to cancel a booking. In this situation the client will be entitled to either a credit for the payments applied to the affected booking or a refund.

Dogs staying at JustVizsla will not be left for more than one hour at one time, in any emergency an alternative carer will be asked to sit with the dogs.

It is preferred that you bring along your own dogs bed and bedding, however we can supply these if this is not possible.

If a dog shows aggressive tendencies towards a member of staff or other dogs/ people within the household, beyond an accepted level, JustVizsla will attempt to contact the client or client's emergency contact to arrange alternative housing for the dog.

An up to date Veterinary Vaccination record must be seen to ensure that dogs boarded have current vaccinations against canine parvovirus, canine distemper, infectious canine hepatitis (adenovirus) Infectious Bronchitis (Kennel Cough) and leptospirosis. The date of the most recent vaccination must be recorded with a valid until date. Please could you also ensure that your pet is up to date with their flea and worming treatment.

Dogs will be given at least two exercise sessions depending on their health status, age, breed and current weather temperatures. For dogs not able to be exercised an agreed alternative enrichment plan will be implemented.

Written consent is required if you would like your dog to be walked off the lead.

We accept intact dogs, depending on their behaviour towards our resident dogs.

We accept RAW fed dogs and have facilities to store their food.

If your dog requires medication or a special diet to be administered while they are with us this can be arranged. You must inform us of any diet related issues your dog might have.

Although we make every effort to ensure your dog/s is cared for to our usual high standards JustVizsla cannot be liable for loss, injury or death.

If you collect your dog before the confirmed end date of the board you will not receive a refund or credit.

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