



www.dogcharmlodge.com

0203 670 4446

Address: Rear of 46 Avenue Road, London N14 4EE info@dogcharmlodge.com

TERMS AND CONDITIONS

Dog Charm Lodge provide a safe and secure environment for dogs as far as reasonably possible. Clients accept that there are reasonable risks involved when dogs interact with other dogs or people or when using equipment. The welfare of our guests and client satisfaction is our main priority and we will endeavour to provide the best service we can.

Dogs must have an up to date vaccination record including treatment flea and worm treatment.

All dogs must wear a collar and up to date ID tag.

All dogs must be neutered unless under 6 months old.

The Client will take responsibility for any costs which may be incurred, by either veterinary or other, as a result of any damage, accident, or sickness caused to or by their dog.

Dog Charm Lodge will administer any supplied medication according to the instructions provided.

Dogs may be transported with other dogs by vehicle and the Client agrees that Dog Charm Lodge or the driver cannot be held liable for the death or injury to their dog in the event of a motor vehicle accident.

Dog Charm Lodge may hold in possession the keys to the Client's property and the Client is responsible for making any necessary arrangements with their own insurers.

Clients may either send their own food with full instructions or alternatively Dog Charm Lodge can provide a range of Dried Hypo Allergenic Food at a supplementary cost.

Dogs should not be aggressive towards people or other dogs. Clients will advise Dog Charm Lodge of any previous aggression and immediately advise of any veterinary or behavioural changes.

All bookings are payable in advance. Any cancellations must be made at least 48hours in advance otherwise the full service fee remains payable.

Dog day care rate is no longer than 8 hours. Over 8 hours chargeable at 'sleep over' rate.

Reservation of rights: We may refuse to provide services in respect of any dog and reserve the right to withdraw services from any customer or dog at any time without prior warning.

These terms and conditions may be subject to change at any time without prior notification.

Disclaimer: From time to time, we may make recommendations or introductions in respect of or promote third parties who provide complementary or other services which may be of interest. It is your responsibility to ensure that the services provided by any such third party are suitable to you and your dog and we accept no liability in relation to any such services or any Loss arising from or in connection with them.

Limitations of liability of Insurance: In addition to the limitation of our liability in connection with the loss or theft of keys left in our possession, we will not be liable to you in contract, tort (including negligence), for breach of statutory duty, or otherwise, for:

- Any indirect or consequential loss of any kind whatsoever however caused; or
- Any loss that consists of loss of business, revenue, profit or saving (in each case whether direct or indirect), even if you have advised us of the possibility of that type of loss.

Our maximum liability to you in connection with the provision of our services and/or arising from these terms and conditions shall not in any event exceed £1,000.

Severance: If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Contract.

General: A person who is not a party to the agreement shall not have any rights under or in connection with it.

Dog Charm Lodge may assign, transfer, charge, mortgage, subcontract or deal in any manner with all or any of its rights or obligations under these terms and conditions.

No variation of these terms and conditions shall be valid unless it is in writing and signed by, or on behalf of Dog Charm Lodge.

This agreement constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.

Governing Law: These terms and conditions (including the Dog Charm Lodge Agreement Form), and any dispute or claim arising out of or in connection with them or their subject matter (including non-contractual disputes or claims arising in connection with our agreement to provide services to you), shall be governed by, and construed in accordance with the law of England and Wales and the English courts shall have exclusive jurisdiction in relation to any such dispute or claim.

Provision of any services implies you have understood and agreed to these terms and conditions.