

K-9 Balance Training & Behaviour

Boarding and Day Care - Policies and Procedures 2022



1.0 Booking

1.1 The Customer will drop off the dog(s) in a clean and groomed condition and with up-to-date vaccinations, de-flea, and anti-worming treatment.

1.2 The Customer will supply all necessary meals for the dog(s) as well as treats. If additional food is required, you agree that upon mutual agreement **K-9 Balance Training & Behaviour** will purchase additional food at the expense of the Customer.

1.3 Operating hours for the purposes of drop off and collection are as follows: Monday to Friday 09:00am – 9.00pm. Saturday and Sunday 9:00am – 6.00pm

1.4 Bookings must be paid for in advance.

1.5 All bookings within 30 days from booking date are non-refundable. However, a booking may be transferred to an alternative date, if agreed within 24hrs of cancellation date.

1.6 In the event of a booking cancellation where at least 30 days' notice, prior to the start of the booking period, has been given, the value of 50% of the booking fee will be refunded, or held towards a further booking date, with the exception of Board & Train bookings (see 1..8).

1.7 If **K-9 Balance Training & Behaviour** cannot provide the service agreed we will do our best to arrange an alternative, unless in extreme circumstances, where we will endeavour to give 24 hours' notice.

1.8 Bookings for Board & Train are Non-Refundable, unless the dates are cancelled by **K-9 Balance Training & Behaviour**.

1.9 In the unlikely event **K-9 Balance Training & Behaviour** cancels a booking, a full refund will be issued.

2.0 Aggressive Animals – Standard Boarding

2.1 **K-9 Balance Training & Behaviour** will not accept aggressive dogs for boarding.

2.2 **K-9 Balance Training & Behaviour** will not accept bitches in heat. If a bitch's heat is due within a month of the boarding dates this must be agreed in writing between **K-9 Balance Training & Behaviour** and the Customer in advance.

2.3 In the unlikely event a bitch comes into season early, every effort will be made by **K-9 Balance Training & Behaviour** to isolate the bitch from any entire males, or those showing interest, to ensure the safety and comfort of the bitch. Any unexpected heats will be discussed with the Customer via phone call/text message/email at the earliest opportunity.

2.4 The Customer will accept all responsibility for unplanned mating, should the bitch come into contact with an entire male during the boarding period, provided all reasonable measures are taken by **K-9 Balance Training & Behaviour** to ensure no contact is made.

2.5 The Customer agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the Customer's pet(s) should bite another animal whilst boarding/ training with **K-9 Balance Training & Behaviour**.

2.6 The Customer agrees that on booking services for their dog(s) that they have represented that the dog(s) has not shown aggression or caused harm, or threatening behaviour to any individual and/or pet(s), and the Customer agrees to contact **K-9 Balance Training & Behaviour** as soon as possible if any of these behavioural changes present themselves or if the dog displays the potential to cause harm to any individual or pet(s).

2.7 **K-9 Balance Training & Behaviour** will not board any breed of dog listed under the Dangerous Dogs Act 1991. This includes dog hybrids – i.e. Wold Hybrids, registered under the Dangerous Wild Animal Act 1976.

2.8 **K-9 Balance Training & Behaviour** cannot board dogs that bark repetitively or escape fenced areas.

2.9 If the Customer's dog(s), whilst being boarded, shows aggression towards the pet service provider or their family or resident animals, or should its behaviour become unacceptable, a nuisance or pose a danger beyond reasonable acceptance, the customer agrees that he/she be placed either with the emergency contact or in a boarding kennel, until the client returns, and this will be subject to a transfer charge of £25.00. Booking Fees will not be refundable.

3.0 Unforeseen circumstances

3.1 In the event additional items need to be purchased in the absence of the Customer - i.e., pet food, puppy pads, or other necessary items necessary for the welfare of the dog(s), **K-9 Balance Training & Behaviour** will purchase these, retain a receipt and the Customer is responsible for reimbursement of these items on collection of their dog(s). Where possible this will be agreed with the Customer via phone call, email, or text.

4.0 Updates

4.1 The Customer will inform **K-9 Balance Training & Behaviour** of any change to contact numbers, pet care needs, emergency contact information, and any other pertinent information listed on the original booking form.

5.0 Privacy Policy

5.1 All of your information will be kept private and confidential.

5.2 All of **K-9 Balance Training & Behaviour's** records will be stored in compliance with the Data Protection Act 1998.

5.3 **K-9 Balance Training & Behaviour** will store and process this information for a period of 24 months from the booking start date in accordance with General Data Protection Regulations (GDPR). The purpose of this is to ensure accurate information is maintained for auditing purposes regarding

dog boarding licences, insurance purposes, and any repeat bookings can be verified by referring back to previous booking information. Customers may be contacted

5.4 Customers may be contacted at the beginning of a new calendar year to be offered boarding opportunity in advance of new customers. Customers may opt out of future contact by declaring this on their booking form.

5.5 Please refer to additional GDPR policies – Privacy Notice, Retention Notice & GDPR Guidelines documents

6.0 Insurance

6.1 **K-9 Balance Training & Behaviour** highly respects our Customers trusting us to care for their pet(s) and will take every step to ensure the animal(s)'s welfare and safety is our top priority at all times.

6.2 **Miss Nicole Thomas** holds appropriate insurance for training, behaviourist work, walking and boarding. This includes Public Liability Insurance to the value of £1,000,000.00.

6.3 This insurance only covers **Miss Nicole Thomas** for caring for animals via official bookings and for the duration of the agreed service.

6.4 **K-9 Balance Training & Behaviour** recommends Customers have their own pet insurance.

7.0 Medication/Vaccinations/Immunisations/ Medical Treatment

7.1 **K-9 Balance Training & Behaviour** will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.

7.2 Under no circumstances will the pet service provider board any pet that has any form of active contagious illness.

7.3 We require a copy of a valid vaccination certificate and a minimum time lapse of 2 weeks since the vaccination date, before boarding.

7.4 If the pet service provider or their family, other animal(s) or members of the public is/are bitten or exposed to any disease or ailment received from the Customer's pet(s) which has not been properly or currently vaccinated, the Customer will be responsible for all costs and damages that may be incurred as a result.

7.5 **K-9 Balance Training & Behaviour** requires all boarded dogs to be up to date with de-flea and de-worming treatment.

7.6 **K-9 Balance Training & Behaviour** does insist on the Kennel Cough vaccination. We require a full 4 weeks before the pet(s) can be allowed on the premises following the vaccination/ booster. We reserve the right to refuse a dog entry to the premises if a date of vaccination cannot be provided. This is to ensure the health and wellbeing of all resident dogs and those who board with us.

7.7 In the event of an emergency where a dog is in urgent need of veterinary assessment or treatment whilst in the care of **K-9 Balance Training & Behaviour**, the Customer must agree that

their dog may be transported to and cared for by **K-9 Balance Training & Behaviour's** designated Veterinary Practice – Hook Norton Veterinary Group or Hawthorne Lodge Veterinary Practice.

[Hook Norton Veterinary Group, **Hook Norton Hospital**, White Hills Surgery, Sibford Road, Hook Norton, Banbury, Oxon, OX15 5DG/ 01608 730501/ enquiries@hooknortonvets.co.uk]

[Hawthorne Lodge Veterinary Practice, 1 West Bar Street, Banbury, Oxfordshire, OX16 9SD/ 01295 259446/ reception@hlvp.co/]

7.8 The Customer agrees that they are legally responsible for any and all invoiced costs of assessment/ treatment for their animal by Hook Norton Veterinary Group, whilst in the care of **K-9 Balance Training & Behaviour**.

7.9 Any costs must be covered immediately where **K-9 Balance Training & Behaviour** has made a covering payment directly to the vets on behalf of the Customer. Payments should be made directly to **K-9 Balance Training & Behaviour** in this instance. Or, where an invoice has been produced and received by **K-9 Balance Training & Behaviour** and is due for payment, full payment should be made directly to Hook Norton Veterinary Group/ Hawthorne Lodge Vets against the relevant invoice.

7.10 Any uncovered payments will result in further fees being charged and immediate loss of care for the Customer's dog, and the animal will be rehoused in alternative accommodation at full cost to the Customer or, handed over to the Emergency Contact listed. This will also incur a £50 Admin fee. Legal proceedings will be started to recover any costs incurred.

7.11 **It is highly recommended that the Customer acquires good quality Pet Insurance Cover for their dog, which covers vets bills even when the owner is absent. Please check your policy for exact coverage.**

8.0 Equipment

8.1 The Customer should deliver their dog(s) with collar, complete with ID tag, and lead. We do not recommend extendable leads due to risk of injury to the handler and/ or dog.

8.2 The Customer should provide home comforts, such as toys, bedding, crate, and any other necessary items to ensure the dog(s)'s comfort.

8.3 **K-9 Balance Training & Behaviour** will ensure the Customer's dog(s) are issued with ID tags on their collars with contact details for the boarding establishment in the event they are separated from the boarder.

8.4 Dogs will be fed using the bowls provided by their owners. If a bowl is not provided, one will be supplied by **K-9 Balance Training & Behaviour**. Feeding times will be between 5pm and 7pm daily. Any dogs who are fed twice a day will receive a second meal between 7am and 9am daily. Dogs will always be fed in their own secure rooms to prevent any conflict or risk to boarders or residents. This will be the case unless it is determined that the dog would be healthier (avoiding obesity) by using a proportion of his daily meal during training sessions instead. This will be agreed with the Customer before training commences.

If a Customer wishes their dogs to be fed in the same room, written consent must be given.

8.5 Intake of food will be monitored, and any dog deemed to be off their food will be provided with extra attention and encouragement to eat. If the animal's welfare becomes concerning, the

Customer and/or emergency contact will be contacted to discuss how the Customer would like to proceed.

8.6 Non-professional grooming of dogs, as part of their daily welfare routine, will be undertaken by **K-9 Balance Training & Behaviour** for all dogs whilst in their care. Grooming equipment will not be shared between animals to avoid cross-contamination, and so Customers should provide their dog's individual brushes, nail clippers, ear/eye/skin cleansers etc. These will be stored with their dog's belongings at all times. Complete hand washing will be undertaken before and after all grooming sessions. It is the Customer's responsibility to ensure their dog's skin and coat health is maintained via adequate grooming methods on a regular basis.

9.0 Changes to return date

9.1 **K-9 Balance Training & Behaviour** will make every effort to accommodate early/late drop off/collection of dog/s, within reason.

9.2 Late drop-offs and early collections will not entitle the Customer to refunds or credits unless previously agreed

9.3 In the event the Customer is delayed on return, they must inform **K-9 Balance Training & Behaviour** immediately. We will endeavour to extend boarding time or arrange alternative cover. Whenever possible, the dog(s) will be kept in their original boarding setting to avoid upset to the animal(s).

9.4 The Customer will be responsible for an additional 24 hours charge if they have exceeded the agreed pick-up time without prior agreement.

9.5 An Emergency Contact name and number must be provided in case the dog is unable to remain at the **K-9 Balance Training & Behaviour** setting, for any reason, or in case of emergency.

10. Hygiene

10.1 **K-9 Balance Training & Behaviour** will provide a hygienic boarding environment, at all times. Regular cleaning of the premises will be undertaken daily using antibacterial and antiviral disinfectant solutions. The cleaning solution used by **K-9 Balance Training & Behaviour** is 'Petlife formula Disinfectant'. Animals will be removed from areas during cleaning times, to protect their health.

10.2 All resident animals will be provided with regular vaccination, de-flea and de-worm treatment.

10.3 Food dishes will be cleaned daily using hot water and washing up liquid and/ or in the dishwasher, followed by disinfectant treatment at least once daily. If additional cleaning requirements are necessary due to ill health, this will be carried out by prior agreement with the Customer. 'Petlife formulaH' will be used to disinfect all feeding and drinking equipment.

10.4 Water bowls will be available in each boarding room and will be cleaned and refreshed throughout the day. These will also be available and refreshed in garden areas.

10.5 All cleaning equipment and solutions will be stored out of reach of dogs.

10.6 **K-9 Balance Training & Behaviour** uses their own vehicles to transport dogs to and from the premises/ owner's home and also to visit multiple areas for training and exercise purposes. It may also be necessary to use the vehicles to transport any boarding dog to the veterinarian in case of emergency. Customer permission must be given for a dog to be transported using **K-9 Balance Training & Behaviour's** vehicle. On any occasion where dogs are transported by car or van, any crate used will be cleaned prior to an individual dog's use using 'Petlife formula disinfectant'. The vehicle itself will be cleaned inside using hot water and car shampoo (where appropriate) and all hard surfaces will be disinfected between individual dog use and more frequently if conditions deem it necessary, such as muddy exercise. Vacuuming will be done as required to ensure the vehicle is clean and clear of hazards. The vehicle will be cleared on a monthly basis of debris, or earlier if required.

The van is fitted with purpose-built steel dog-transport cages, which are securely bolted to the vehicle. The cages are fitted with non-slip rubber matting, and additional beds/ blankets as required. Each cage has a water bowl available, which will be cleaned and refreshed daily, as above. Each of the cages are built with an emergency escape hatch to the rear, to enable a dog to be released from the cage both from the front or rear, in the event of emergency. Each cage is lockable to prevent dog theft. Flettner Air Ventilation systems have been professionally fitted to the van to enable air flow and ventilation throughout the rear of the vehicle. Additional fans are used during warmer weather, alongside cooling mats designed for dogs.

The car is fitted with a metal dog barrier via the rear headrests, to ensure dog and passenger safety while dogs are in the boot area. For dog's travelling loose in the boot of the car, the vehicle is fitted with a protective sheet, which is removable and washable. This will be washed on a high temperature (minimum of 60 degrees Celsius) between individual dog use, and after muddy exercise, other contamination. The boot is large enough for crates to be used if required. The surrounding environment in which the dogs are to be transported will be checked/ cleaned prior to any use of the vehicle.

10.7 If necessary, dogs may use different areas of the vehicle during travel, to avoid conflict with another dog, or to maintain passenger safety. If any dog travels within the passenger areas of the car or van, it will be correctly fitted with a travel harness, and securely attached to the seatbelt using harness travel clips, as per manufacturer's instructions.

10.8 The vehicles will be maintained to a road-suitable standard, and will have regular servicing, up to date MOT, tax and insurance cover including for Business use.

10.9 In the event of an infectious/contagious disease being identified in a boarding animal, a secure, clean isolation environment will be provided for the animal(s), which secures the infected dog(s) from any other animals present in the boarding environment. The containment room suggested is the kitchen, which has access to hot and cold running water, ventilation, and removal of the infected dog(s) via the garden gate and concrete path rather than through the boarding environment. This will minimise cleaning areas and enable easiest disinfection procedures. Additional screening added/ doors will be closed between the kitchen and other dogs in adjacent rooms.

10.10 Any isolation area will have its own dedicated and identifiable equipment, which will not leave the isolation area at any time. All equipment will be cleaned using hot water, washing up liquid, and 'Petlife formulaH' disinfectant after every use. Water bowls will be cleaned frequently and replenished with fresh water. This area will have its own dog bed, which is machine washable. The isolation room will be thoroughly cleaned and disinfected using 'Petlife formulaH' before, during and

after any isolation period. It will be treated (disinfected) twice before any other dog is permitted through this area thereafter. This includes all surfaces, floors, walls and any objects contained within the room. Any soft furnishings in the room will be washed at a high temperature between uses.

10.11 Before entering the isolation room, PPE will be worn by all staff. This will include single use gloves, apron, covered footwear and a face mask (where required). After use, these items will be double-bagged and disposed of separately to all normal household waste in a 'clinical waste' bin, which will be inaccessible to the dogs and stored behind a closed door in an outbuilding. This will then be disposed of in accordance with local authority guidelines.

10.12 If an infections/contagious disease is identified, all Customers with bookings within 3 months of infection date will be notified of the situation.

11. New Customers and animals under 12 months

11.1 Any new Customer should, by prior arrangement, engage in an introduction to the boarding setting and resident animals. The suggested routine is that, by prior arrangement, a new Customer meets at an open space near to **K-9 Balance Training & Behaviour** boarding location, with the boarder and their dogs to allow all dogs to meet each other on neutral ground. This will be done either individually or in pairs (boarder's dogs). The meeting will then involve a 'pack walk' with the owner, back to the boarding premises where all dogs will be encouraged to socialise and explore the boarding environment under supervision.

11.2 Where necessary, i.e. with a nervous dog, every effort will be made to integrate residents and boarders slowly to ensure a smooth integration and positive socialisation opportunities.

11.3 If boarders and resident dogs are unable to integrate after 48 hours of slow exposure, boarding dogs will not be exposed to any environment with resident dogs that may incur unnecessary stress.

11.4 Any dog(s) under 12 months old will have limited exposure to excessive noise, i.e. vacuum cleaners, smoke alarm tests. These animals will be provided with additional stimulation regarding enrichment, general training, socialisation training, exposure to **K-9 Balance Training & Behaviour's** other animals, additional feeding times, opportunities, and encouragement to seek outdoor toileting and exercise, as required.

12. Payment

12.1 **K-9 Balance Training & Behaviour** accepts bank transfers and cash. Bank details are as follows:

Account Name: Miss Nicole Thomas

Sort code 60-83-71

Account Number 27360343

12.2 Booking balance must be paid in full within 48 hours of booking.

Board & Train bookings are non-refundable, except in the event **K-9 Balance Training & Behaviour** cancels the booking.

Standard Boarding bookings are refundable to the value of 50%, if cancelled 30 days prior to booking date.

Bookings may be transferred to an alternative date, where possible.

12.3 Where services are required long term, the Customer may make payment on a monthly basis by prior arrangement.

12.4 Where payment is not received in accordance with the above terms, **K-9 Balance Training & Behaviour** reserves the right to refuse boarding and retain booking fees. A cancellation fee will also be charged.

12.5 Where payment has been received, but Registration and Permission Forms have not been signed/ adequately completed, **K-9 Balance Training & Behaviour** reserves the right to refuse admission of the dog/s. Fees will not be refundable in this case.

13. Liability

13.1 **K-9 Balance Training & Behaviour** shall not be liable to the Customer or be deemed to be in breach of the contract by reason of any delay in performing, or failure to perform, any of its obligations in relation to services, if the delay or failure was due to any cause beyond **K-9 Balance Training & Behaviour's** control.

13.2 **K-9 Balance Training & Behaviour** shall not be liable to the Customer or be deemed to be in breach of the contract or failure of duty of care, should the boarder become unwell or injured if the illness/ injury is due to any cause beyond **K-9 Balance Training & Behaviour's** control, and/ or due to the dog partaking in natural instinctive behaviours, or if preventing the dog from harm would have put the handler at risk.

14. Emergency procedures

14.1 In the event of an emergency situation, i.e. fire, lack of heating, water, alternative boarding will be sought. This may be in the form of other local boarders or local kennel facilities. This will be at the expense of **K-9 Balance Training & Behaviour**.

14.2 In the unlikely event that a fatal injury to a boarded animal occurs, **K-9 Balance Training & Behaviour** will house the dog's(s) remains in a secure, private environment, isolated from other boarders. Permission to cremate or bury remains will be obtained from the Customer via phone call, email. or text message, prior to any permanent decision being taken. The advice/guidance from the Customer's vet will always be considered. In the event a Customer wishes to specify their wishes in advance, this should be made in writing prior to the boarding period.

15. Risk to boarders and their family

15.1 **K-9 Balance Training & Behaviour's** home boarding environment contains two children under 18. No children, other than residents, will be exposed to boarders when in the sole care of **K-9 Balance Training & Behaviour**.

15.2 The adult responsible for boarding and care is experienced in dog training and is currently completing 'Level 5 Understanding and Working with Canine Behaviour: Analysis and Application', which will qualify her as a Level 5 IMDTB Behaviourist.; has completed and passed the School of Canine Science 'The Puppy Lab' course (July 2020) and is about to embark on the School of Canine Science 'Scentwork Training' course (January 2021). This adult also participates in regular Gundog

Training activities, as a hobby, with her own dogs. This adult and her children currently own 4 dogs,. All four dogs are resident at the **K-9 Balance Training & Behaviour** boarding premises.

15.3 Resident children are educated to respect a dog's personal space and to follow rules regarding each dog as an individual and all dogs as a group. All dogs are introduced to children gradually.

15.4 Dogs always have their own personal room to retreat to and this can be closed off within the **K-9 Balance Training & Behaviour** boarding environment.

15.5 Children also have their own room with separate doors to prevent access to the general boarding area.

15.6 At no time are young children left alone with dogs.

15.7 All dogs are supervised whenever in the company of young children. Young children are never present at feeding or toy play times due to potential risk. If young children do interact with boarders they are required to wash their hands prior to and after interaction to prevent the possible spread of diseases/infection.

16. Escaped Dog

16.1 The **K-9 Balance Training & Behaviour** boarding environment maintains secure exits, windows, and outdoor areas, however in the event a dog should escape the Escape Procedure is in place.

16.2 All dogs boarding with **K-9 Balance Training & Behaviour** will be fitted with an ID tag, which provides contact information for the business. This will be fitted in addition to their own ID tag with their owner's legally required information.

16.3 The time and method of escape will be noted and recorded.

16.4 All other dogs on the premises will be secured in their safe rooms, whilst available staff leave the property to search for the escaped dog. Staff will take a slip lead and treats/ toys to aid in the recovery of the dog. They will also have a photo of each dog on their mobile phone to show passers-by, to question if they have seen the dog.

16.5 All staff will remain calm during any recovery of an escaped dog to avoid anxiety amongst the animals.

16.6 Once the dog is recovered, a full first aid assessment will be conducted immediately. If veterinary treatment/ assessment is required, this will be sought immediately with the agreed veterinary practice. Customer consent to use local veterinary practice/s must be given for all boarding dogs, in writing (via forms).

16.7 Under no circumstances will Punishment be used against an escaped dog. Positive Reinforcement will be used in recovery and return to **K-9 Balance Training & Behaviour** premises. The dog will then be settled in their safe room to calm themselves and to avoid over-arousal of the other dogs following the return of the dog.

16.8 The dog will be monitored closely for the rest of the next 24 hours (if still boarding) to ensure their health remains stable. Where the dog returns home in this time, the owner will be notified of the escape and advised to monitor closely, as they may have interacted with unknown/ unsafe sources during their escape or sustained an injury that is delayed in its presentation.

16.9 For any dog who is not found, the owner will be contacted as soon as possible.

16.5 All Customer contact details will be stored in staff mobile devices, so they can be reached if necessary.

16.6 The microchip company will be contacted to alert them that the dog is missing.

16.7 Contact will be made with local vet practices to alert them that a dog is missing and provide a description and microchip number.

16.8 Contact will be made with local kennels, shelters, and the local authority Dog Warden.

16.9 It is the Customer's responsibility to inform **K-9 Balance Training & Behaviour** if their dog is known to display escape behaviours such as digging, jumping, climbing, scaling fences, chewing, etc. **K-9 Balance Training & Behaviour** accepts no liability for an escaped dog who is known to escape usual preventative measures and will not accept boarders who are known to be repeat offenders of this behaviour.

17. Suspension & Revocation of Licence

17.1 In the event the Boarding Licence is suspended or revoked, it will not be possible for any non-resident dogs to remain on **K-9 Balance Training & Behaviour's** premises.

17.2 Any boarding dogs will be placed in alternative licenced kennels/ dog boarding facilities at the cost of **K-9 Balance Training & Behaviour**. This will be required immediately, unless the Customer can return to collect the dog beforehand.

17.3 **K-9 Balance Training & Behaviour** will aim to relocate dogs as close to its premises as possible to reduce additional travel for Customers.

17.4 Where a customer has no access to a vehicle to collect their dog from alternate accommodation, **K-9 Balance Training & Behaviour** will arrange for the dog to be transported home by a reputable and licensed dog transporter.

18. Rescued Dog/ Foster Boarding

18.1 Any dogs taken into long-term foster care by **K-9 Balance Training & Behaviour** will be classed as Residential dogs, in terms of licensing numbers.

18.2 Any dogs taken in from private individuals, should be handed over along with their personal belongings, to support them in their transition to a new home. This includes any bedding, feed, medication, and toys.

18.3 Wherever possible, life history/ background should be provided in writing – this should include any known traumatic events, phobias, fears, anxieties, noise sensitivities, abuse history, socialisation history, medical records, medications, allergies, reactive behaviours, etc.

19. Board & Train

19.1 All dogs who are boarding for training purposes are subject to the above policies and procedures.

19.2 All dogs will take part in an individually structured training programme, which must be discussed and agreed with the Customer in advance but is changeable if circumstances require.

19.3 Consent from the Customer must be obtained for all dogs to receive enrichment, training, exercise, feeding, travel, and any other care routine involved during boarding.

19.4 The Customer should provide information on their dogs' normal routines, including enrichment, training, welfare needs and medical requirements.

19.5 All dogs who Board & Train may receive a full Behavioural Report at the end of their boarding time, if required. This will be emailed to the Customer and retained by **K-9 Balance Training & Behaviour** in accordance with their GDPR Privacy and Retention policies.

19.6 The Customer must agree that all subsequent recommended behavioural training that is recommended for after the dog returns home, is their sole responsibility and must be adhered to, to maintain the Behaviour Modification Protocols that have been taught during their Board & Train duration with **K-9 Balance Training & Behaviour**. If the dog's behaviour should return to historic levels (prior to training), no liability is accepted by **K-9 Balance Training & Behaviour** as this is out of their control.

19.7 Board & Train Customers must agree to **K-9 Balance Training & Behaviour** using their mobile phone to take photos and videos of their dog for training purposes. These will be shared with the Customer in regular updates, via email, text message, zoom calls, whatsapp, or another format.

These are vital to any behaviour modification process to include the Customer in the retraining processes and to help the Customer understand instructions/ behaviour identification.

19.8 Under the Board & Train agreement, a dog displaying anxious or 'aggressive' behaviours may be boarded at the discretion of **K-9 Balance Training & Behaviour**, if it is deemed to be safely manageable.

19.9 Each dog will be assessed before boarding is accepted and will be refused if it is deemed that the dog poses an unmanageable threat to any of the resident or other boarding animals already in the care of **K-9 Balance Training & Behaviour**.

19.10 Any dog who is displaying these behaviours will undergo training as required, to support rehabilitation into society. Enrichment will be vital and will be individually selected depending on breed, personality & temperament of the dog. This will be discussed with the owner at the onset of training.

19.11 The Customer must agree to participate in ongoing communication about their dog's training during their boarding time. This is recommended as a minimum of one conversation daily, via any method of communication.

19.12 The Customer must agree that any dog deemed as aggressive may be fitted with a correctly fitted muzzle during training periods whilst boarding to ensure the safety of other animals and humans. Any muzzle will be trained/ introduced via classical conditioning and positive reinforcement only, unless required in the case of an emergency.

19.13 The Customer must agree that in the event a dog's behaviour becomes unmanageable, and/ or unsafe within the boarding environment, they will be required to collect their dog as soon as possible, or be available for its return home and any costs incurred for travel to be paid by the Customer immediately.

20. Resident Animals

20.1 There are various animals that reside at **K-9 Balance Training & Behaviour** premises, including dogs and cats.

20.2 At all times, the health & welfare of all resident animals must and will be protected.

20.3 Resident dogs will have their safe room together (Living room) and are fed at a distance from each other. Crates will be used if necessary.

20.4 Resident cats will have access to the upstairs of the house/ outside via open windows, so they are able to avoid any dogs within the premises. The cats will have access to fresh water and will be fed upstairs, away from any dogs.

20.5 No resident cats or small animals will be housed within boarding rooms, when in use.

21. Emergencies

21.1 Entrances and fire exits will be clear of obstructions at all times

21.2 Smoke alarms and carbon monoxide detectors are installed and maintained within the premises. Fire Extinguishers and a Fire Blanket are stored in the kitchen at all times, along with a first aid kit. Canine first aid equipment is split between the kitchen, the outbuilding (in case of no access to house) and the car/ van (for when away from the main building).

21.2 Should the house become uninhabitable, all boarded dogs will be housed in licensed kennels/ alternative boarding premises.

21.3 Electric heaters, fans, blankets, dog coats (various sizes) are kept on the premises in case of extreme weather or lack of heating supply. Electrical devices will be situated out of reach of any animals, and in a position that eliminates a fire hazard. Any electrical devices will be maintained by a qualified person and kept in good repair. Dogs will also be supplied with water pools, sprinklers, multiple fresh drinking water receptacles and cooling mats, should the temperature become high enough to threaten any dog's health and wellbeing. Temperatures within the premises will be maintained between 16 – 23 degrees, wherever possible. Dogs will not be walked in temperatures higher than 23 degrees Celsius; instead walks will be scheduled at times of the day when it is cooler and poses no threat to a dogs' paws or life. In cases of extreme heat, dogs will be kept indoors during the hottest period of the day and allowed out for 5 minutes at a time for toilet breaks. Concreted or pebbled areas will be hosed with cold water before the dogs cross them to access the garden lawn area, to protect their paws from the heat.

Emergency contact details will be kept by all staff for each dog boarding.

A designated key holder (Mrs Jodie Baxter) has keys to the premises, which will give her full access to the animals in the event of an emergency.