

Terms & conditions



Dog Boarding Agreement

Client authorization & terms. July 2024

1. I authorize Melmo Home Boarding to care for my dog whilst I am away. I will fill out all necessary forms and inform Melmo Home Boarding of any information I deem important regarding my dog.
2. I authorize Melmo Home Boarding to obtain any emergency veterinary care that may be necessary during the time spent with my dog. Every effort will be made to contact the owner prior to obtaining emergency care. I accept responsibility for any charges related to this emergency care. I also authorize Melmo Home Boarding to use an alternative veterinarian in the event my regular veterinarian is unavailable.
3. I agree to compensate Melmo Home Boarding for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
4. I understand I will be responsible for any medical expenses or damages resulting from an injury to the dog border or any other persons involved by the pet. I agree to cover and hold harmless Melmo Home Boarding in the event of a claim by any person injured by the dog. I accept full liability for any loss or damage caused by my dog whilst being walked.
5. I agree to notify Melmo Home Boarding of any concerns/complaints within 24 hours of any appointments.
6. I understand any misleading or false information may result in the termination of Dog boarding agreement.

7. All dogs must undertake a trial stay at Melmo Home Boarding prior to staying with us on a longer basis. We encourage trial stays so your dog is familiar and comfortable with their dog boarder. If boarding is for 3 executive nights or more an overnight trial will also need to be undertaken.

8. I understand I must state if my dog shows aggression in any way. I understand I must fully disclose any quality or characteristic problems that might make caring for my dog unsafe. Melmo Home Boarding will not care for dogs that imperil their safety or others. If there are changes to the information given I will inform Melmo Home Boarding.

Melmo Home Boarding Responsibilities

9. Melmo Home Boarding agrees to provide the services stated in this agreement in a reliable, kind, and trustworthy manner. In consideration of these services and as an express condition thereof, the client specifically waives and relinquishes any and all claims against Melmo Home Boarding, its employees, or assignments, except those occurring from the negligence of the boarder.

10. Melmo Home Boarding will abide by the Pet Industry standards and regulations at all times.

11. Melmo Home Boarding will keep clients up to date on their dogs well being during their stay with us. Unless otherwise agreed.

12. Melmo Home Boarding will not let any dog off his/her lead unless the owner has given written consent.

13. If unforeseen circumstances occur when Melmo Home Boarding cannot attend to your dog's needs due to illness etc, you will be notified straight away and alternative arrangements may need to be arranged.

14. Melmo Home Boarding is not responsible for damage sustained by your dog escaping because of a faulty lead/collar or a collar that is not properly fitted.

15. Melmo Home Boarding will notify the owner if any incidents occur that may impact their dogs health.

16. The client must make sure the dog tracking chip details are up to date. Melmo Home Boarding will provide a tag with the address and phone number of the Business premises.
17. This agreement is valid for the assignment only. A new one must be signed for each assignment and the client agrees to update any changes. Melmo Home Boarding reserve the right to terminate this agreement at any time, at its sole discretion. The client may terminate this agreement at any time with one month's notice before the booked date.
18. All of the client's dogs' belongings will be returned to them at the end of their stay with us.
19. The client will inform their vet of their absence and give details of who is looking after their dog.
20. Melmo Home Boarding agree to love and care for your dog whilst you are away or at work.
21. Your dog must be in a clean and groomed condition and with up-to-date vaccinations, de-flea, and anti-worming treatments.
22. Up to date vaccines and flea treatments must be recorded and shown to Melmo Home Boarding. No Unvaccinated dogs will be accepted unless they have a Titre test evidenced. Titre test's will only be accepted at Melmo Home Boardings sole discretion.

Emergency care

22. In case of an emergency the dog boarder will contact the owner using the phone numbers on the introduction forms. The owner will then instruct the dog boarder on their next action. If for whatever reason the dog boarder cannot make contact with the owner the emergency number from the introduction forms will then be called. If no contact is made Melmo Home Boarding will then be authorized to transport your dog to their requested veterinarian practice and seek medical care. All costs will be covered by the owner.
23. Any extra supplies that are needed will be the responsibility of the client and Melmo Home Boarding should be reimbursed along with a fee for time.

Cancellation Policy

24. One month's notice must be given for any dog boarding assignment. Anything less will require full payment to Melmo Home Boarding.

25. Full payment must still be paid regardless of any early return home by the clients.

Drop off and Collection Policy

26. I understand that the price for a overnight boarding is set to include a 24 hour period.

Melmo Home Boarding understands that things may not always go to plan and allow for a grace period of 2 hours. Anything over this time will incur an additional cost of £10 per hour.

27. Melmo Home Boarding must be kept up to date on any delays regarding either drop off and collection. Early Drop off's will not be accepted until the agreed upon time.

Payment

28. Invoices will be sent one month before the agreed assignment and must be paid in full within 3 days to Melmo Home Boarding. This can be done by bank transfer or cash can be dropped off one month before booking.

Referral scheme

29. If you refer a friend you both get 10% off your next booking, just be sure to let us know when you do refer someone. Only one referral per assignment.

Unspayed dogs

30. If your dog is unspayed we are happy to care for them if we have no other unspayed dogs boarding with us at the same time. Please inform us when booking.

*Client name:

*Date:

*Your signature:

Melmo Home Boarding

Dog boarding:

Date:

Signature:

Dog Boarding Charges (as of 1st July 2024)

Please find our prices for standard dog boarding charges.

Details	Price
1 Dog per night (24hr period)	£45
2 Dogs per night (24hr period)	£70
3 Dogs per night (24hr period)	£85
4 Dogs per night (24hr period)	£100

Pre boarding visit		
45-minute induction session	Free	Basic Boarding Induction (Regulation Requirement for home boarding)
60-minute induction session cuddles, playtime, tailored plan, and a short walk.	£25	Best for anxious and shy dogs or any other issues.
Trial Overnight Stay (Required by licensing regulations when booking for over 3 consecutive nights)	£45	Required before 3+ nights boarding

A Deposit of 20% of the total bill for the booking will be required to secure your booking..

An introduction visit an trial night stay is required by the licensing board and is in line with home boarding guidance

Bank Holiday bookings will incur a £15 surcharge.