

## Terms & Conditions

### Registration

Prior to the use of any Dogwalk services we require the following:

1. Online registration
2. A copy of your pet's updated vaccination record & microchip number  
*This can be emailed to Dogwalk on [info@dogwalkonline.com](mailto:info@dogwalkonline.com) or sent via WhatsApp to +971 (0) 52-861-0990*

### Vaccination & Health Requirements

To be on-site at Dogwalk, your pet must be fully vaccinated as per the following:

#### Dogs

- Rabies\*
- Canine Distemper, Hepatitis, Parvovirus and Para-influenza virus (DHPPI)\*
- Bordetella (Kennel Cough)\*\*
- VacciCheck certificate (with score of S3 or above) presented minimum of 21 days after annual vaccinations

\*24 hour waiting period required after vaccination has been administered

\*\* 48 hour waiting period required after vaccination has been administered

#### Cats

- Rabies
- Feline Rhinotracheitis, Calicivirus, Panleukopenia (Tri-Cat)

*Although not compulsory we also recommend Antifungal and Feline Chlamydia Vaccination*

### Flea & Internal Parasite Control

Every guest must be under an effective form of flea & tick control treatment. If external parasites are discovered upon check-in, we will get in touch with you to discuss the options of treatment depending on the severity of the case. De-worming must be done every three months. If internal parasites are discovered during a guest's stay, treatment and additional private room charges will apply.

Dogwalk also reserves the right to perform in-house Giardia/Parvovirus testing on dogs with a loose stool, believed to be of concern. Additional charges will be applied to the owner's account in line with current veterinary fees for the above mentioned services.

### Temperament Assessment

To ensure the safety of all guests and employees, all dogs must undergo an assessment before taking part in social activities at Dogwalk. This is a two-hour process without the owner, in which we assess whether the dog displays any guarding, aggression, or inappropriate behavior in a daycare setting. Dogwalk reserves the exclusive right to decline participation or to terminate the involvement in activities at Dogwalk of any dog at any time for any reason.

If your dog is not social with other dogs, or requires one-on-one attention, for the safety of our guests, he/ she is required to stay in a private suite and participate in our Day Stay program, which offers private play sessions and exercise, additional fees will apply. Please note that Dogwalk has sole discretion on whether dogs may take part in social activities.

## Feeding/Medication

In order to protect your dog from sudden dietary changes, Dogwalk requires owners to provide their pet's own food for the entirety of the stay. In the event that not enough food was provided, Dogwalk will purchase food on your behalf and add it to your invoice.

If your dog requires medication, please make sure it is labelled and that dosage instructions are included.

## Safety

Dogs must be on a leash at all times during drop off and pick up.

For liability reasons, we cannot allow owners in the daycare area during normal daycare hours. Owners are free to visit their dog at any time during business hours, in a location outside of the daycare rooms.

## Guests in Heat

Guests in heat are not accepted at Dogwalk for Daycare or Boarding. Female guests in heat can cause stress and disturb the environment for other guests staying at the hotel. If a female guest comes into heat whilst boarding with us, an additional fee of AED 50/- per day will apply for cleaning charges and the dog will be removed from the daycare group. Adequate walks will be given whilst the dog is excluded from regular daycare.

## Personal Belongings

Dogwalk provides bedding, bowls and toys for all guests that stay overnight with us. We do, however, encourage you to bring your pet's favorite blanket, toy or any item with a familiar scent. Please make sure that all personal belongings are clearly labelled. Whilst all due care is taken to return personal items in the same condition that they were brought in, Dogwalk accepts no responsibility for damaged items.

## Business Hours

### Sunday - Friday

Business Hours: 7:30 AM - 7.30 PM  
Hotel & Daycare Check In: 7:30 AM – 5:00 PM  
Hotel & Daycare Check Out: 10:00 AM – 07:00 PM

### Saturday

Business Hours: 8:00 AM – 5:00 PM  
Hotel & Daycare Check In: 8:00 AM – 3:00 PM\*  
Hotel & Daycare Check Out: 10:00 AM – 5:00 PM\*

## Late Policy

Guests must be collected by closing time. All Daycare guests staying past our closing time will be automatically checked into a suite in our hotel where an overnight room charge will apply. Regular boarding policies apply to all hotel guests.

## Payment & Cancellation

Dogwalk accepts payments through cheque, cash, credit/debit card and bank transfer.

A **24 hour cancellation policy** applies to all Training, Pool and Grooming bookings. If cancellation is not provided at least 24 hours in advance, 100% of the appointment booking will be charged to the client account.

For non-holiday and low-season boarding stays, full payment for boarding and all associated costs are due upon check-in.

For holiday and high-season reservations, a 50% deposit (non-refundable) is required at least one month before the reservation date, and the remainder is due upon check-in. In the event of a cancellation of a high-season reservation, the deposit can be credited for use on other Dogwalk services if a minimum of 2 weeks' notice is given. Less than 2 weeks' notice of cancellation and the deposit will be lost completely.

Any account credit may be used and transferred to other products and services offered at Dogwalk with a six-month validity.

Membership fees are payable monthly, before 8<sup>th</sup> day of each month.

In the event that a guest is not collected within seven days of the nominated date, Dogwalk reserves the right to keep the guests in the facilities until all outstanding fees are cleared.

## Assumption of Risk

Although play and socialization are closely monitored by Dogwalk staff to prevent injury, it is still possible in the course of normal dog play that your dog may receive minor nicks and scratches, any injuries will be explained and pointed out by qualified staff. Daycare is not a sterile environment and with socialization and all its benefits - there are also risks associated, possible injury, including but not limited to exposure to parasites, viruses, and other medical conditions passed from dog-to-dog; sprains, strains, bites, fatigue, dehydration, nicks or cuts. Not every potential risk can be listed above.

In case of an emergency, by accepting these terms and conditions, you give permission to Dogwalk to perform first aid treatment for your dog - all staff at Dogwalk are Emergency Canine First Aid qualified. You also give permission to Dogwalk to transport your dog and perform any necessary emergency veterinary treatment at your expense.

You understand that Dogwalk will not be liable financially or otherwise for injuries to your dog or to any personal property whilst your dog is participating in Dogwalk's activities. You will assume full financial responsibility and all liability for any expenses involved as a result of the actions of your dog.

## Photographs and Recording

Dogwalk has your permission to use your pets' visual image(s) and recorded material in newsletters, website, posters, on social media platforms and other means of distribution for marketing and other purposes.

I have read and fully understand Dogwalk's Terms & Conditions and agree to abide by them.