

Enrolment

Compliance with Laws

In accordance with legislation effective since April 2016, all dogs must possess a valid registered microchip. It is advisable to confirm the functionality of your dog's microchip with your veterinarian, particularly if it was rescued from abroad. As per the Control of Dogs Order 1992, any dog in a public space must wear a collar or harness bearing the owner's name and address (including postcode), with the optional inclusion of a telephone number (though recommended). During their time under the care of Plenty Paws, dogs must consistently wear a correctly fitted collar or harness with the owner's details. It is imperative to note that an improperly fitted or defective collar or harness may jeopardise your dog's safety. Plenty Paws bears no responsibility for any accidents, injuries, or incidents resulting from the use of incorrectly fitted or faulty equipment. While our staff are trained to fit collars and harnesses, we cannot ensure the perfect fit of items not suited to your dog.

Health and Safety

All dogs attending Plenty Paws services must have current and up-to-date vaccinations, with documentation available upon request. By agreeing to these terms, I (the owner) consent to Plenty Paws contacting my dog's veterinarian to verify necessary vaccinations and microchipping.

Notification is required if your dog experiences sickness and/or diarrhoea. A temporary absence from Plenty Paws services may be necessary (with a minimum 48-hour period following the last occurrence of symptoms), or alternate services may be provided (at an additional cost) at the discretion of Plenty Paws.

I (the owner) acknowledge that the safety and welfare of the dogs under Plenty Paws' care are paramount, and services may be postponed or curtailed if deemed necessary for the well-being of the animals. Additionally, I (the owner) understand that services may be delayed or abbreviated in the event of an emergency involving a dog under Plenty Paws' care.

Plenty Paws takes proactive measures to prevent the spread of infections, parasites, and diseases. Immediate notification is required if a dog is diagnosed with a contagious illness, parasite, or disease. Should your dog be found to have fleas, ticks, or mites, you will be promptly informed, and treatment may be necessary before resuming Plenty Paws services.

I (the owner) acknowledge and accept that my dog's attendance at Plenty Paws services carries inherent risks. While our staff endeavour to maintain a safe and enjoyable environment for all dogs, I (the owner) understand that my dog is an autonomous being capable of making independent decisions. Therefore, I (the owner) agree to absolve Plenty Paws of any liability regarding the consequences of my dog's actions while under their care, assuming full responsibility for my dog's behaviour.

I (the owner) understand and agree that I (the owner) am liable for any damages or injuries sustained while my dog is under the care of Plenty Paws, whether caused by my dog or incurred by my dog.

In the event of a medical emergency, every effort will be made to contact me (the owner) before transporting my dog to the veterinarian. However, should contact me (the owner) or the emergency numbers provided be unattainable, I (the owner) authorise Plenty Paws to transport my dog to the designated veterinarian for treatment. I (the owner) entrust the veterinarian to administer any medically necessary treatment in my absence, with immediate notification to me should such action be taken. I (the owner) accept responsibility for and agree to settle any medical expenses incurred as a result of emergency medical care deemed necessary by the attending veterinarian.

I (the owner) acknowledge that Plenty Paws reserves the right to accept or reject my dog's enrolment at its sole discretion. A probationary period of three months will be implemented for all dogs, and if deemed unsuitable or incompatible with our environment within this period, alternative arrangements will be proposed. I (the owner) understand and accept that Plenty Paws reserves the right to refuse or terminate enrolment for any reason deemed appropriate, with suitable alternative arrangements suggested.

Media Release

I (the owner) understand that my dog may be photographed, or video/audio recorded while under the care of Plenty Paws. I (the owner) consent to the use of such media for educational, promotional, and media purposes by Plenty Paws.

Cancellation Policy

For regular bookings with Plenty Paws services, cancellation or rescheduling must be communicated with a notice period of four full working weeks. Failure to provide the requisite notice may result in charges for the services; however, Plenty Paws may consider alternatives at its discretion.

For non-regular bookings with Plenty Paws services, cancellation or rescheduling must be communicated with a notice period of 72 hours. Failure to provide the required notice may result in charges for the services; however, alternatives may be considered at the discretion of Plenty Paws.