

Bark Side of the Moon ltd Terms & Conditions

The client agrees to provide full and honest information to Bark Side of the Moon about their pets during the booking procedures. Behaviour which may negatively impact employees of Bark Side of the Moon or their premises should be disclosed at the time of booking. These include but are not limited to: excessive barking, aggression, incontinence, separation anxiety, destructive behaviour, straying and phobias.

The client agrees that if their pet attacks another animal or person, including any representative of Bark Side of the Moon, and this results in injury to that animal or person, they will be responsible for any expense incurred as a result. This includes payment of veterinary fees incurred as a result of injuries to another animal caused by their dog. If a dog(s) is injured while at daycare, they will be separated from the others, checked over for injury and owners may be requested to come and collect. In this instance, full daycare payment will still be applicable.

Clients agree to an introductory meeting (Trial) to allow the carer to meet the pet(s) and discuss aspects of care. This meeting will usually take place at the Bark Side of the Moon premise or by arranged meeting point, and is provided free of charge.

Delivery and collection dates, and agreed times, must be adhered to as carers may have other bookings. If you are unavoidably delayed you must contact Bark Side of the Moon as soon as possible to discuss arrangements for your pet(s). Any extra service costs incurred as a result of your delay must be paid immediately on your return.

In the case of needing to cancel the owner needs to give at least 48hours notice. In the result of cancellation under 24 hours the owner agrees that payment will be taken for the missed booking. On some occasion payment has been taken before booking, providing the owner provided notice a full refund will be provided. Cancellations must be made in writing by email, text or post.

In order for us to provide the requested services, we are required to obtain and store a limited amount of your personal information. Such information will be stored in accordance with all relevant legislation, will never be shared with any 3rd parties or organisations and will only be used for the purposes of providing the requested or related services. You have the right to request and review any of your personal information. To do so, please contact us on info.bark.moon@gmail.com

The client agrees that if insufficient food or other supplies are provided to cover their pet's stay, the cost of purchasing additional items will be payable on collection of the pets. The client will inform their veterinarian that Bark Side of the Moon will be caring for

their pets. Any veterinary fees that are incurred for your pets and have been paid by Bark Side of the Moon, must be reimbursed immediately on your return. A vet release agreement must be signed.

If a medical emergency arises for the pet, Bark Side of the Moon will make every effort to contact the client and their emergency contact. Where time is of the essence, the client authorises Bark Side of the Moon to seek medical services at the nearest veterinary practice. The client agrees to reimburse for all services rendered by a veterinarian in accordance with the owners wishes as stated and signed in the veterinary release form.

Unless otherwise agreed, your dog will be exercised at Bark Side of the Moon or off premise. Your dog will be on a collar, harness and long, soft lead or on equipment you supply. Where a client is happy that their dog is allowed to run free off the lead, they must be willing to sign an off lead disclaimer, under which the client agrees to accept responsibility for accident, injury or loss, caused by or to their dog.

In the event of serious accident or illness of the carer, the client accepts that alternative emergency cover will be arranged for their pets. This will be done with the involvement of the client's emergency contact(s) wherever possible, and as far as possible would be within the boarding provision of Bark Side of the Moon.

In the event of inclement weather, flooding, fire, break-in or similar occurrence, Bark Side of the Moon will make every attempt to contact the client and agree a plan of action. Where the issue occurs at the client's home and the client cannot be reached immediately, where action is needed for health, safety and welfare, the client authorises Bark Side of the Moon to take any action deemed necessary, including repairs, to make the property safe. The clients agrees to reimburse Bark Side of the Moon for any repairs carried out and to hold Bark Side of the Moon blameless for work done by another.

When a period of more than one month elapses between a booking confirmation and the commencement of service, the client must ensure that Bark Side of the Moon are informed of any changes made to the pet's health, routine or care. This can be done by the client through phone, or sent in writing to Bark Side of the Moon. All dogs must be vaccinated, wormed and treated for fleas /tics before attending Bark Side of the Moon, and this is the clients responsibility to keep these up to date. Bark Side of the Moon reserves the right to decline to accept any animal that arrives for daycare looking visibly unwell. This is because of the risk of infection to other dogs within our homes. Any pet who is not collected within seven days of the agreed collection date, and where there has been no contact from the client or their emergency contact will be assumed abandoned and any necessary provisions made.

Bark Side of the Moon will carry out all agreed services in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client waives and relinquishes any and all claims against Bark Side of the Moon except those arising from gross negligence or misconduct on the part of Bark Side of the Moon.

The client authorises the signed contract to be valid approval for future services, therefore allowing Bark Side of the Moon to accept future bookings without additional signed contracts or authorisation. By signing below I am promising to read these terms and conditions in their entirety.

Grooming T&C's

1. Preventative Care and Condition All dogs brought into Bark Side of the Moon for a grooming session must be fully vaccinated, wormed, and treated for fleas up to date. Any live fleas found on your dog will incur an extra charge of £10 added to the original grooming price.
2. Health Conditions Please inform the groomer if your dog has been diagnosed with any medical conditions, has sensitive skin, or any health concerns that the groomer needs to be aware of.
3. Behaviour You must inform us if your dog bites, has bitten, or is aggressive towards people, other dogs, or specific grooming procedures. In some cases, a muzzle may need to be used. If a dog becomes too stressed or too aggressive, the grooming session will be terminated, and you will be contacted to collect your dog. Full payment is still required.
4. Reaction to Grooming Every effort is made to ensure your dog has a gentle grooming experience; however, some dogs may have reactions to grooming products or grooming techniques such as shaving or ear plucking.
5. Matted Coat If your dog is matted, we will attempt to de-mat it, but as per the Animal Welfare Act 2006, de-matting may last no longer than 15 minutes. If mats cannot be removed within 15 minutes, we will shave the coat off to remove the matting. There will be a £10-15 charge added to the grooming price for de-matting or shave-off. We retain the right to refuse to groom an extremely matted dog and refer it to a veterinarian. The full grooming fee is still payable in such cases.
6. Accidents There is a risk of accidents during the grooming process. Grooming equipment is extremely sharp. Even though we use extreme caution and care in all situations, possible problems could occur, including cuts, nicks, scratches, or quickening of the nails. In most cases, this could happen when the dog is moving around on the grooming table.
7. Image Sharing From time to time, we take photographs for our social media pages. You authorise Bark Side of the Moon to use photos of your dog, for which you have

legal ownership, for any promotional materials regarding Bark Side of the Moon programs, facilities, or services.

8. Arrival and Collection Time

a. Please be on time for your appointment. If you are late by 15 minutes or more, the appointment will expire, but the grooming fee will still have to be paid in full.

b. Please ensure that your dog has had a chance to exercise and toilet before arriving for your appointment.

c. You will be given a time to collect your dog after their groom. Please do not arrive early, as this will excite your dog and make it impossible to finish the groom. Please also ensure you pick up at the correct time. Late pick-up may incur a charge of £10. This is a discretionary charge.

9. Missed or Late Cancellations Appointments that are missed or cancelled less than 24 hours in advance will be charged in full and require payment before the next appointment can be made.

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10. Teeth Cleaning a. I understand that the groomer will be using an EMIPet toothbrush on my dog, which has no vibration, movement, or noise. Tartar and plaque will be removed from the teeth, and on some occasions, this may cause bleeding gums. The groomer will stop the teeth cleaning session if any loose teeth are suspected, the dog objects, becomes stressed or aggressive, or requires veterinary care. If the session has to be terminated for health or behavioural issues, the fee is still payable in full.

b. I understand that I will have to purchase an EMIPet toothbrush head to be used for my dog only.

11. Right to Refuse Service Bark Side of the Moon has the right to refuse service for any reason deemed fit. Grooming services may be stopped mid-groom if necessary for the safety of the pet or groomer. Grooming fees may still be applied.

12. Corrections Bark Side of the Moon operates a 24-hour correction policy where we will modify a groom at a customer's request, free of charge. After this period, a fee will be payable.

13. Medical Care If your dog is hurt or becomes ill, you hereby grant permission to Bark Side of the Moon to obtain immediate medical care from a veterinarian of choice should your regular veterinarian not be available. You, the owner, agree to pay all costs for medical treatment provided unless the illness or injury is a direct result of negligence by Bark Side of the Moon employees.

14. Data Protection at Bark Side of the Moon, we take your privacy seriously and will only use the information you supply to administer your account with us. Due to the nature of our service, we require some personal information such as your name, address, and contact information. This will be stored in line with Data Protection guidelines to ensure we can provide the best possible service to you and contact you

in case of an emergency. By using our services, you give permission to Bark Side of the Moon to collect, use, and handle your personal data in relation to, and for the purpose of, your dog's grooming appointments, in accordance with GDPR Guidelines, but also for the purpose of marketing services and/or products that may be of interest. Contact may be made by phone, text, email, or post.

15. Liability Waiver I hereby agree to expressly and forever generally waive, discharge claims, indemnify, release liability of Bark Side of the Moon, their invitees, sponsors, advertisers, owners, employees, volunteers, agents, representatives, leasers, and all others having an interest in Bark Side of the Moon from and against any and all injury, liability, claims, litigation, actions, suits, costs, losses, damages, legal fees, expenses, or demands of every character whatsoever on account of, arising out of, resulting from, or relating to any act or omission of Bark Side of the Moon, their invitees, sponsors, advertisers, owners, employees, volunteers, agents, representatives, leasers, including negligence. I confirm that my dog is left in the care of Bark Side of the Moon at my own risk.

16. Agreement Binding I agree that this form shall be binding on me and my successors, heirs, legal representatives, and assigns.

I have read and fully understand the terms of this form and that I have given up substantial rights by signing it and have signed freely and voluntarily without any inducement, assurance, or guarantee. I agree that if any portion of this agreement is held

to be invalid or unenforceable, the remainder of this agreement shall remain in full force and effect.