



PAWSONS HILL – DOG BOARDING TERMS & CONDITIONS

These Terms & Conditions form the agreement between the Owner (“you”, “your”) and Pawsons Hill Ventures Ltd trading as Pawsons Hill (“Pawsons Hill”, “we”, “us”, “our”) for the provision of dog boarding services.

By submitting a booking request, completing our forms, paying a deposit, or leaving your dog in our care, you confirm that you have read, understood, and agreed to the following Terms & Conditions.

Business Identity & Contracting Party

Pawsons Hill is a trading name of Pawsons Hill Ventures Ltd, a company registered in England and Wales under company number 17231644.

The registered office of Pawsons Hill Ventures Ltd is Suite A, 82 James Carter Road, Mildenhall, IP28 7DE.

For the purposes of these Terms & Conditions, references to “Pawsons Hill”, “we”, “us” or “our” mean Pawsons Hill Ventures Ltd trading as Pawsons Hill, unless the context requires otherwise.

All bookings, deposits, payments, boarding services, communications, consents, liability provisions, and contractual obligations are entered into with Pawsons Hill Ventures Ltd trading as Pawsons Hill.

Any invoices, receipts, payment requests, booking confirmations, signing requests, or correspondence may be issued under the Pawsons Hill name, the Pawsons Hill Ventures Ltd name, or both.

Pawsons Hill Ventures Ltd is responsible for the provision of the dog boarding services described in these Terms & Conditions, subject to the terms, limitations, exclusions, and owner responsibilities set out within this agreement.

1. Health, Vaccinations & Treatments

1.1

All dogs must be up to date with vaccinations, flea and tick treatments, and worming.

1.2

Proof of vaccination may be requested prior to boarding.

1.3

You must disclose any illness, injury, medical condition, allergy, dietary requirement, medication, behavioural issue, or welfare concern prior to boarding.

1.4

We reserve the right to refuse boarding if your dog appears unwell, distressed, unsafe, or poses a risk to people or other animals.

1.5



If fleas, ticks, or worms are detected during the stay, treatment may be administered and charged to you.

1.6

You confirm that your dog is fit, healthy, and legally permitted to be boarded within England and Wales.

2. Veterinary Care & Emergencies

2.1

In the event of illness, injury, or emergency, we will attempt to contact you and/or your emergency contact as soon as reasonably possible.

2.2

Where possible, your dog's registered veterinary practice will be used.

2.3

In emergencies, or where your registered veterinary practice is unavailable, we may use the nearest or most appropriate veterinary provider.

2.4

You agree to be fully responsible for all veterinary costs incurred during the stay, including consultations, medication, treatment, procedures, transport, overnight care, and emergency call-out fees.

2.5

You authorise us to make urgent welfare decisions where you or your emergency contact cannot be reached in sufficient time.

3. Behaviour, Socialisation & Safety

3.1

Dogs must not display aggressive or dangerous behaviour towards humans or other animals that could pose a safety or welfare risk.

3.2

Any history of aggression, reactivity, resource guarding, separation anxiety, escape behaviour, excessive barking, biting, or behavioural concerns must be fully disclosed prior to boarding.

3.3

Dogs may be boarded alongside dogs from other households with your consent.

3.4



Dogs from the same household may be kept together where appropriate.

3.5

Dogs may be separated for feeding, sleeping, welfare, behavioural management, or safety purposes.

3.6

Dogs may be exercised in groups where appropriate. While reasonable care is taken, interaction between dogs carries inherent risks which are accepted by the owner.

3.7

We reserve the right to terminate a booking immediately where a dog presents a risk to itself, staff, visitors, other dogs, property, or welfare standards. In such circumstances, the owner or emergency contact must arrange immediate collection. No refund will be payable.

3.8

We reserve the right to rely upon all information provided by the owner when assessing suitability for boarding. Failure to disclose behavioural, medical, legal, or welfare concerns may result in immediate termination of the stay without refund.

4. Crates, Rooms & Sleeping Arrangements

4.1

Crates may be used with prior consent or where reasonably required for safety, welfare, transport, behavioural management, or overnight accommodation.

4.2

Dogs may be kept in designated rooms, sleeping areas, or separated where necessary.

4.3

We cannot accept liability for loss, theft, or damage to personal belongings supplied by the owner, including leads, collars, toys, bedding, coats, bowls, or accessories.

5. Food, Medication & Daily Care

5.1

You must provide sufficient food for the duration of the stay unless otherwise agreed.

5.2

Feeding instructions must be provided clearly and accurately.

5.3



Medication will be administered as instructed where reasonably practical; however, we cannot be held responsible for unforeseen reactions or complications.

5.4

All medication must be supplied in original packaging with clear dosage instructions.

5.5

We reserve the right to refuse administration of medication where instructions are unclear or where doing so could place the dog or others at risk.

6. Exercise, Walks & Enrichment

6.1

Dogs will be exercised according to their age, breed, temperament, health, and ability.

6.2

Off-lead exercise will only be provided with owner consent and where considered safe and appropriate.

6.3

While every reasonable precaution is taken, off-lead exercise carries inherent risks and is undertaken at the owner's consent.

6.4

Dogs may be walked with dogs from other households where appropriate and with consent.

6.5

Enrichment tools such as toys, lick mats, puzzles, chews, Kongs, and play equipment may be used unless otherwise advised.

7. Boarding Environment & Household Conditions

7.1

Dogs are cared for in a home environment in line with UK animal welfare and licensing requirements.

7.2

Dogs should be reasonably house-trained unless otherwise agreed in advance.

7.3

You agree to cover the full cost of any damage caused by your dog to property, furnishings, flooring, gardens, vehicles, equipment, doors, fencing, or other animals where applicable.



7.4

Your dog must wear an ID tag in accordance with UK law.

7.5

We do not accept female dogs in season. If a dog comes into season during boarding, the owner or emergency contact must arrange immediate collection. No refund will be payable.

7.6 Restricted Breeds & XL Bully Types

We reserve the right to refuse or terminate boarding for any dog subject to restrictions under the Dangerous Dogs Act 1991 or subsequent legislation, including XL Bully type dogs.

Where boarding is accepted, owners must provide all legally required documentation prior to the stay, including proof of exemption, valid public liability insurance, and confirmation of compliance with all legal control measures.

We reserve the absolute right to terminate the stay immediately where documentation cannot be verified or where continued boarding is considered unsuitable for safety or welfare reasons. No refund will be payable in such circumstances.

Where any enforcement authority, local authority, police force, or authorised agency determines or alleges that a dog boarded with us falls within the scope of a prohibited or restricted breed under applicable legislation, including XL Bully type legislation, we reserve the right to cooperate fully with such authorities.

Where required by law or enforcement action, the dog may be removed from our care by the relevant authority without notice to the owner. In such circumstances, Pawsons Hill accepts no liability for any loss, seizure, detention, destruction order, costs, damages, or legal consequences arising from such determination or enforcement action.

The owner remains fully responsible for ensuring the dog complies with all applicable legislation and exemption requirements prior to boarding.

8. Bookings, Deposits, Payments & Cancellations

8.1 Booking Confirmation

A booking is only confirmed once:

- all required forms have been completed,
- the applicable deposit has been received,
- and Pawsons Hill has confirmed acceptance of the booking.

8.2 Deposits

A deposit is required to secure all bookings:

- For stays longer than 3 nights: a 25% non-refundable deposit is required.
- For stays of 3 nights or less: a 50% non-refundable deposit is required.



Deposits may be paid prior to a meet and greet. In such cases, the deposit will be fully refundable if the booking is not confirmed following the meet and greet.

Unless otherwise stated above, all deposits are non-refundable.

8.3 Payment Terms

The remaining balance must be paid in full no later than 7 days prior to the booking start date.

Failure to make payment within this timeframe may result in cancellation of the booking and the space being offered to another client. Any deposit paid will be retained.

8.4 Cancellation Policy

Cancellations will incur the following charges based on the notice given prior to the booking start date:

- 14 days or more: loss of deposit only
- 7 to 13 days: 50% of the total booking cost
- Less than 7 days: 100% of the total booking cost

These charges reflect the loss of booking opportunity and reserved capacity.

Any cancellation charges will be offset against any deposit already paid. Any remaining balance will be payable.

We will always attempt to rebook cancelled dates where possible. If successful, cancellation charges may be reduced at our discretion.

Any refunds issued remain entirely at the discretion of Pawsons Hill unless otherwise required by law.

All cancellations must be confirmed in writing.

8.5 Early Collection

Where a dog is collected earlier than agreed, the full booking fee remains payable.

8.6 No-Shows

Failure to attend without prior cancellation will result in 100% of the booking fee being charged.

8.7 Late Collection

Late collection beyond the agreed time may incur additional charges.

Delays of 3 hours or more may be charged as an additional full day.

8.8 Uncollected Dogs / Abandonment

If a dog is not collected at the agreed collection date and time, we will make reasonable attempts to contact the owner and all emergency contacts provided.



Additional boarding charges will continue to accrue at the standard boarding rate together with any associated costs incurred, including but not limited to:

- additional staffing,
- transport,
- veterinary treatment,
- medication,
- behavioural management,
- specialist handling,
- third-party boarding or kennelling,
- and any related welfare expenses.

If a dog remains uncollected for more than 7 days without reasonable communication or suitable arrangements being agreed, we reserve the right to treat the dog as abandoned.

In such circumstances, we may at our sole discretion:

- transfer the dog to a veterinary practice,
- rescue organisation,
- kennels,
- foster placement,
- or local authority,
- authorise necessary veterinary or welfare treatment,
- provide relevant owner information to appropriate third parties or authorities,
- and take any action reasonably required to protect the welfare of the dog, staff, visitors, or other animals.

The owner remains fully liable for all outstanding boarding fees, ongoing charges, third-party costs, legal expenses, and any debt recovery costs incurred.

Pawsons Hill shall have no further liability once the dog has been lawfully transferred to an appropriate third party or authority.

8.9 Additional Costs

Any additional costs incurred during the stay, including veterinary treatment, medication, transport, specialist cleaning, damage, or additional food, must be paid in full upon collection.

8.10 Charging Basis

Boarding is charged per calendar day or overnight stay. Any part day may be charged as a full day.



9. Fees & Charges

Service	Fee
Standard Boarding	£37 - £50 per 24 hours per dog
Day Boarding (up to 8 hours)	£27 - £37 per dog
Additional Day Boarding Hours	£10 per additional hour
Peak Period Surcharge	£10 per day
Late Collection	£10 per additional hour
Delays Over 3 Hours	May be charged as a full additional day
Veterinary Visits	£0.45 per mile + £10 per 30 minutes

Peak periods include bank holidays, Christmas, New Year, Easter, school holidays, and other high-demand dates.

All fees are subject to confirmation prior to booking.

10. Owner Responsibilities

10.1

You confirm that all information provided is accurate, complete, and truthful.

10.2

You must provide an emergency contact capable of collecting your dog if required.

10.3

You must inform us of any changes to your dog's health, behaviour, medication, or legal status prior to boarding.

10.4

You remain responsible for any costs arising from your dog's behaviour, including injury, damage, escape, veterinary treatment, or third-party claims.

10.5 Right to Refuse Future Bookings

We reserve the right to refuse or decline future bookings at our discretion.

11. Liability & Insurance

11.1



While every reasonable care is taken, we cannot be held responsible for illness, injury, loss, behavioural changes, or death unless caused directly by proven negligence.

11.2

Dogs are boarded entirely at the owner's risk.

11.3

We recommend that all dogs are covered by appropriate pet insurance.

11.4

We maintain public liability insurance in accordance with licensing requirements.

11.5 Force Majeure

We shall not be liable for any delay, cancellation, disruption, or failure in performing our obligations where caused by circumstances outside our reasonable control, including but not limited to severe weather, illness, government restrictions, veterinary emergencies, fire, flood, transport disruption, utility failure, or other unforeseen events.

12. Photography & Media

12.1

Photos and videos may be taken during your dog's stay.

12.2

Photos or videos may be used for updates, marketing, website content, or social media only with your consent.

12.3

Consent for photography or social media usage may be withdrawn at any time in writing and will apply to future content only.

13. Owner Consents

These consents form part of the boarding agreement and must be accepted prior to any booking.

13.1 Exercise & Enrichment Consent

I consent to my dog being exercised according to its needs, including off-lead exercise where safe and appropriate.

I consent to my dog being walked alongside dogs from other households where appropriate.

I consent to the use of enrichment tools and activities unless otherwise stated.

13.2 Boarding & Housing Consent



I consent to my dog being boarded within a home environment alongside dogs from other households.

I understand that dogs may be kept with resident household dogs where appropriate.

I consent to my dog being housed within designated rooms, sleeping areas, or crates where necessary.

13.3 Feeding & Veterinary Consent

I consent to feeding arrangements as instructed.

I authorise veterinary treatment by my registered veterinary practice or the nearest available veterinary provider in an emergency.

I consent to the administration of flea, worm, or tick treatment where required, with costs chargeable to me.

14. Communication

14.1

Communication may be carried out via phone, email, messaging services, or social media platforms.

14.2

It is the owner's responsibility to ensure all contact details remain accurate and monitored throughout the booking period.

14.3

We may retain written communication records for operational, welfare, legal, licensing, or insurance purposes.

15. Privacy & Data Protection

15.1

We collect and store personal information relating to you and your dog for the purpose of providing boarding services.

15.2

This may include:

- names,



- addresses,
- telephone numbers,
- email addresses,
- emergency contact details,
- veterinary information,
- health information,
- behavioural information,
- and booking history.

15.3

Your information will only be used for:

- managing bookings,
- providing care,
- welfare monitoring,
- emergency contact,
- veterinary treatment,
- and compliance with legal or licensing obligations.

15.4

We will take reasonable steps to store your information securely and protect it against unauthorised access, misuse, or disclosure.

15.5

Your information will not be shared with third parties except:

- where required for veterinary treatment,
- where required by law,
- licensing authorities,
- insurers,
- debt recovery providers,
- or enforcement agencies.

15.6

Information will only be retained for as long as reasonably necessary for operational, legal, welfare, insurance, or licensing purposes.

15.7

You may request access to your personal data or request corrections where applicable.



15.8

By accepting these Terms & Conditions, you consent to the collection and use of your information as outlined above.

16. Governing Law

16.1

These Terms & Conditions are governed by the laws of England and Wales.

17. Acceptance

By signing below, you confirm that:

- You have read and understood these Terms & Conditions
- You agree to all policies stated above
- You provide all required consents
- You authorise all necessary actions for the welfare of your dog
- All information supplied is accurate and complete

This agreement forms a binding contract between the Owner and Pawsons Hill Ventures Ltd trading as Pawsons Hill.

Name

Signature

Date

