

The Woofchester Hotel

Home Dog Boarding Terms and Conditions

Effective from: 18/07/2026

This document is fillable and signable. Complete the declaration fields and signature pages at the end.

Cathy Orchard trading as The Woofchester Hotel
55 Lacey Road, Bristol, BS14 8LS
07720 634963
reservations@thewoofchesterhotel.co.uk

Please read the full document before confirming a booking or signing the declaration and consents.

Effective from: 18/07/2026

1. About us

The Woofchester Hotel is operated by Cathy Orchard trading as The Woofchester Hotel ("we", "us" or "our").

Business address: 55 Lacey Road, Bristol, BS14 8LS

Telephone: 07720 634963

Email: reservations@thewoofchesterhotel.co.uk

Bristol City Council animal activity licence number: [insert licence number]

These Terms and Conditions, together with the booking confirmation, booking form, veterinary authorisation and written consent form, form the agreement between us and the person making the booking ("the Owner" or "you").

By confirming a booking, paying any booking payment or leaving a dog in our care, you confirm that you have read and accepted these Terms and Conditions and that you have authority to make decisions concerning the dog.

Nothing in these Terms and Conditions affects your statutory consumer rights.

2. Bookings

2.1 A booking is not confirmed until:

- a. we have accepted the booking;
- b. you have supplied a completed booking form and all requested information;
- c. you have provided satisfactory vaccination evidence; and
- d. we have received the required booking payment.

2.2 We may require a familiarisation meeting, trial day or trial overnight stay before accepting a dog. Successful completion of a trial does not guarantee acceptance for every future booking.

2.3 Bookings are personal to the dog or dogs named in the booking confirmation and may not be transferred to another person or dog without our written agreement.

2.4 All bookings are subject to our animal activity licence, including the maximum number and type of dogs we are permitted to accommodate.

3. Prices and boarding days

3.1 Our prices are charged per dog and per calendar day. The arrival date and departure date are both chargeable days, regardless of arrival or collection time.

3.2 The total booking price, including any supplements and optional services, will be shown on the booking confirmation. Prices cannot be increased after a booking has been confirmed unless:

- a. you request a change to the booking or services;
- b. information provided by you was inaccurate or incomplete and this materially changes the service required; or
- c. you agree to the change.

3.3 Double the normal daily boarding rate will be charged for:

- 25 December;
- 26 December; and
- 1 January.

Any other peak-period charges will be clearly disclosed before the booking is confirmed.

3.4 Additional charges may apply for agreed services such as transport, food purchases, additional medication administration, veterinary visits, late collection or extended boarding. These charges will be explained before they are incurred where reasonably possible.

4. Booking payment and balance

4.1 A booking payment equal to 50% of the total booking price is normally required within seven days of the booking being offered. If the booking begins within 14 days, full payment may be required immediately.

4.2 The booking payment reserves capacity but is not automatically non-refundable. Any amount retained following cancellation will be calculated under clause 5.

4.3 Unless otherwise stated on the booking confirmation, the remaining balance must be paid no later than 14 days before the arrival date.

4.4 Payment may be made by cash or bank transfer. Bank-transfer details will be supplied with the invoice or booking confirmation.

4.5 If payment is overdue, we may give you a reasonable opportunity to pay and may then cancel the booking. Any cancellation charge will be calculated in accordance with clause 5.

4.6 You are responsible for reasonable bank charges or other direct costs actually incurred because a payment is reversed or fails to clear.

5. Cancellation by the Owner

5.1 You must notify us of a cancellation or requested date change as soon as reasonably possible.

5.2 Subject to clause 5.3, the maximum cancellation charge will normally be:

- more than 28 complete days before arrival: no cancellation charge;
- 15 to 28 complete days before arrival: up to 25% of the total booking price;
- 8 to 14 complete days before arrival: up to 50% of the total booking price;
- 7 complete days or fewer before arrival: up to 100% of the total booking price;
- failure to arrive without notice: up to 100% of the total booking price.

5.3 A cancellation charge will not exceed our reasonable net loss arising from the cancellation. We will take reasonable steps to reduce our loss, including attempting to rebook the available space where practicable. We will take account of:

- a. any costs we save;
- b. any income received from rebooking the space; and
- c. reasonable administrative or other costs directly caused by the cancellation.

5.4 Any refund due will normally be made within 14 days after the cancellation charge has been calculated.

5.5 A request to change the booking dates will be accommodated where reasonably possible. Where we cannot accommodate the change, it will be treated as a cancellation of the original booking.

5.6 Cancellation because of illness, travel disruption, family circumstances or a change of plans remains subject to this clause. Owners are advised to consider suitable travel or pet insurance.

5.7 No refund is normally given where a dog is collected early because the space was reserved for the full booking period. We will, however, reduce the charge where we make savings or successfully rebook the space, and this does not affect any rights you may have where we have failed to provide the agreed service with reasonable care and skill.

6. Cancellation or changes by us

6.1 We may cancel a booking before arrival where reasonably necessary, including because:

- a. we are unable to operate safely or lawfully;
- b. our premises become unavailable or unsuitable;
- c. an infectious-disease risk has arisen;
- d. an emergency, serious illness or other event outside our reasonable control prevents us from providing the service;
- e. the dog no longer meets our admission requirements; or
- f. you have materially breached these Terms and Conditions.

6.2 Where we cancel through no fault of yours, we will refund payments for services not provided.

6.3 If an emergency occurs during a stay, we will take reasonable steps to contact you and arrange safe alternative care. We may use another appropriately licensed boarding provider or veterinary establishment where necessary for the dog's welfare.

7. Information you must provide

7.1 You must provide complete, accurate and current information about the dog, including:

- a. age, sex, breed or description, neuter status and microchip number;
- b. vaccination, flea and worming history;
- c. veterinary practice and pet-insurance details;
- d. medical conditions, allergies, disabilities and medication;
- e. previous injuries, operations and infectious illnesses;
- f. dietary requirements;
- g. exercise restrictions;
- h. behavioural history;
- i. bite, aggression, guarding, reactivity or escape history;
- j. separation anxiety, destructive behaviour or excessive vocalisation; and
- k. any legal restrictions applying to the dog.

7.2 You must notify us promptly if any information changes before or during the booking.

7.3 We rely on the information you provide when deciding whether and how a dog can be safely boarded. Deliberately withholding or materially misrepresenting information may result in refusal or early termination of the stay.

7.4 Where additional costs are reasonably incurred because information was inaccurate or withheld, you will be responsible for those direct costs except to the extent they were caused or increased by our negligence or breach of contract.

8. Vaccinations and parasite control

8.1 Every dog must have a current veterinary vaccination record showing protection against:

- canine parvovirus;
- canine distemper;
- infectious canine hepatitis or adenovirus;
- leptospirosis; and
- any other disease reasonably required by our veterinarian, insurer, licence conditions or current disease risk.

8.2 We normally also require current vaccination against kennel cough unless we have accepted a veterinary contraindication or alternative arrangement in writing.

8.3 Primary vaccination courses must be completed at least 14 days before arrival. A kennel-cough vaccination must be given within the period recommended by the vaccine manufacturer or veterinarian and sufficiently before arrival to provide protection.

8.4 A veterinary certificate confirming a current protective titre test may be accepted instead of a booster vaccination at our discretion. Homeopathic vaccines are not accepted.

8.5 Vaccination evidence must be provided before arrival and vaccinations must remain current throughout the stay.

8.6 Dogs must arrive free from fleas, ticks, lice and other external parasites. You must provide the dates of the dog's most recent flea and worming treatments.

8.7 If parasites are discovered, we may isolate the dog and contact you and a veterinarian. With the necessary consent and veterinary direction, treatment may be given at your expense.

8.8 Vaccination reduces but does not eliminate the possibility of infectious disease. We will take reasonable hygiene and disease-control precautions but cannot guarantee that a dog will never be exposed to an infectious condition.

9. Health and fitness to board

9.1 A dog must not attend if it is clearly unwell or is showing signs of a potentially infectious condition, including unexplained coughing, vomiting, diarrhoea, discharge, fever or unusual lethargy.

9.2 Unless a veterinarian confirms otherwise, dogs should not attend if they have experienced vomiting or diarrhoea during the preceding 48 hours.

9.3 Recent illness, injury, surgery or contact with an infectious animal must be disclosed before arrival.

9.4 We may refuse admission or require early collection if we reasonably believe that a dog:

- a. is unwell, injured or infectious;
- b. requires care we cannot safely provide;
- c. presents an unacceptable risk to people or animals; or
- d. would not cope adequately in a home-boarding environment.

9.5 If admission is refused because the dog was unfit to board or required information was not disclosed, the cancellation provisions in clause 5 will apply.

10. Behaviour and suitability

10.1 You must disclose any history of biting, snapping, aggression, resource guarding, fighting, chasing, livestock worrying, escape behaviour or other conduct that may create a risk.

10.2 We may decline to accept a dog or terminate a stay where its behaviour creates a material risk to:

- a. the dog itself;
- b. another animal;
- c. a member of the household, staff or the public; or
- d. our premises or property.

10.3 Where a stay must end early, you or the nominated emergency contact must collect the dog promptly. If this is not possible, we may arrange suitable alternative care at your reasonable expense where the need arose from the dog's behaviour or undisclosed history.

10.4 We use humane, reward-based handling. We will not use equipment or methods intended to cause pain, fear or distress.

10.5 Dogs from different households will only be boarded together with the written consent of all relevant owners and following an appropriate familiarisation assessment. We may separate dogs whenever we consider this necessary for safety or welfare.

10.6 Bitches in season will not be accepted alongside dogs from other households. You must tell us immediately if a bitch is expected to come into season during the booking.

10.7 We do not accept dogs of a type prohibited or restricted under dangerous-dogs legislation unless this has been expressly agreed in writing and we are satisfied that every legal, licensing and insurance requirement can be met. We may choose not to accept such dogs even where a lawful exemption is held.

11. Food, treats and belongings

11.1 The dog's normal diet and feeding routine must be agreed before arrival.

11.3 Food supplied by you must be clearly labelled and provided in sufficient quantity for the stay. We may purchase additional food if supplies run out, and the reasonable cost will be payable by you.

11.4 You must disclose all known food allergies and intolerances. Treats will only be given in accordance with the information and consent you provide.

11.5 Dogs may be fed separately where necessary. Dogs from different households will only be fed together where this is considered safe and the relevant written consent has been obtained.

11.6 Bedding, leads, harnesses, coats, toys and other belongings should be clearly labelled. Valuable or irreplaceable items should not be left with the dog.

11.7 We will take reasonable care of belongings but are not responsible for ordinary wear, chewing or damage caused by the dog itself. We remain responsible where loss or damage is caused by our failure to take reasonable care.

12. Medication

12.1 Medication will only be administered where:

- a. it is in its original, clearly labelled container;
- b. adequate supplies are provided;
- c. clear written instructions are supplied; and
- d. we have agreed that we can safely administer it.

12.2 Prescription medication must have been prescribed for the dog by a veterinary surgeon and will be administered in accordance with veterinary instructions.

12.3 You must disclose any known side effects and provide the prescribing veterinary practice's contact information.

12.4 We may decline to administer medication or provide medical care that requires skills, equipment or supervision beyond what we can safely provide.

12.5 Unused medication will be returned to you or, where appropriate, the prescribing veterinarian.

13. Exercise and interaction

13.1 Exercise will be appropriate to the dog's age, health, behaviour, weather conditions and the instructions agreed with you.

13.2 Separate written consent will be obtained for:

- a. walking outside the home or garden;
- b. walking with dogs from another household;
- c. off-lead exercise; and
- d. use of a crate where this forms part of the dog's established routine.

13.3 Off-lead exercise will only take place where we consider it safe and lawful. We may keep a dog on lead regardless of consent where circumstances require it.

13.4 We may modify or suspend walks because of extreme weather, illness, injury, veterinary advice or safety concerns and provide suitable alternative enrichment.

13.5 You must provide a secure, properly fitting collar or harness and lead. When outside the premises, the dog will also wear the identification required by our licence and applicable law.

14. Veterinary treatment and emergencies

14.1 You and we will agree which veterinary practice should normally be used. In an emergency, or where the nominated practice is unavailable or impractical, we may use our registered veterinary practice or the nearest suitable veterinary provider.

14.2 If we reasonably believe that a dog is ill or injured, we will seek veterinary advice promptly. We will attempt to contact you and your emergency contact, but urgent treatment will not be delayed where doing so could compromise the dog's welfare.

14.3 You authorise us to arrange examination, diagnostic tests, medication, treatment, hospitalisation and reasonable transport that a veterinary surgeon considers necessary for the dog's welfare.

14.4 You are responsible for veterinary and associated costs relating to illness, injury or a pre-existing condition, except to the extent that the costs result from our negligence or breach of contract.

14.5 You authorise the dog's veterinary practice and insurer to provide us with information reasonably required to care for the dog or deal with an insurance claim.

14.6 Only a veterinary surgeon may euthanise a dog. We will seek the consent of you or the designated emergency contact. Euthanasia will not take place without consent unless a veterinary surgeon considers it essential to prevent serious suffering and it is lawful to proceed.

14.7 You must keep your contact details and those of an adult local emergency contact current and remain reasonably contactable during the booking.

15. Collection and delivery service

15.1 Collection and delivery are available by prior arrangement and subject to availability.

15.2 The applicable standing charge, mileage rate and total estimated charge will be confirmed when the service is booked rather than fixed permanently in these Terms and Conditions.

15.3 Unless otherwise agreed, collections and deliveries take place between 8:00am and 6:00pm.

15.4 Collection and delivery times are estimates. Traffic, weather, emergencies and the needs of dogs already in our care may cause reasonable delays.

15.5 Dogs will be transported using suitable restraints, crates, harnesses or vehicle guards. You must provide any specialist restraint the dog requires unless otherwise agreed.

15.6 You must ensure that an authorised adult is available at the agreed address. We will not leave a dog unattended unless a safe and specific handover arrangement has been agreed in writing.

16. Arrival, collection and late collection

16.1 Arrival and collection are by appointment. You must inform us as soon as possible if you are delayed.

16.2 If collection is delayed beyond the agreed departure date, the normal daily rate will continue to apply, together with any reasonable additional costs caused by the extended stay.

16.3 Where the delay may exceed 24 hours, you must provide updated instructions and ensure that sufficient food and medication are available.

16.4 Only the Owner or a person authorised by the Owner may collect the dog. We may request identification.

17. Uncollected or apparently abandoned dogs

17.1 If a dog is not collected, we will make reasonable attempts to contact you and the nominated emergency contacts using the details provided.

17.2 Boarding charges and reasonable care, food, transport and veterinary costs will continue to accrue while the dog remains in our care.

17.3 We will not automatically sell, give away or rehome a dog merely because collection is late.

17.4 If we have been unable to contact you or an emergency contact and reasonably believe that the dog has been abandoned, we may:

- a. notify Bristol City Council, the police, the microchip database, an animal-welfare organisation or another appropriate authority;
- b. obtain legal advice or seek lawful authority concerning the dog's future care; and
- c. arrange transfer to an appropriately licensed boarding establishment, veterinary practice or recognised animal-welfare organisation where reasonably necessary and lawful.

17.5 You remain responsible for reasonable costs incurred in safeguarding the dog, except to the extent that those costs result from our negligence or breach of contract.

18. Escape, loss and damage

18.1 We take reasonable precautions to keep dogs safe and secure. You must disclose any history of escaping, climbing, digging, door-dashing, slipping collars or damaging restraints.

18.2 If a dog escapes or becomes lost, we may contact the police, dog warden, veterinary practices, microchip database, animal-welfare organisations and other appropriate services and may publicise information reasonably necessary to locate the dog.

18.3 You authorise us to incur reasonable search and recovery costs. Responsibility for those costs will depend upon the circumstances, including any inaccurate information, defective owner-supplied equipment or failure by either party to take reasonable care.

18.4 You are responsible for reasonable direct costs of exceptional damage or injury caused by the dog where this results from its behaviour, your breach of these Terms and Conditions or information you failed to disclose. You will not be responsible to the extent that the loss was caused or increased by our negligence or breach of contract.

19. Insurance and liability

19.1 We maintain business insurance appropriate to our activities, including the cover required by our licence and business arrangements. Cover is subject to the insurer's policy terms, conditions, limits and exclusions.

19.2 Our insurance is not a replacement for the dog's own pet or third-party insurance. You should maintain suitable insurance for veterinary fees and liabilities arising from the dog.

19.3 We will provide the service with reasonable care and skill and are responsible for loss or damage that is a reasonably foreseeable result of our breach of contract or negligence.

19.4 We are not responsible for loss arising solely from:

- a. a pre-existing medical condition;
- b. the natural progression of illness or age;
- c. information you failed to disclose;
- d. the dog's inherent behaviour where we exercised reasonable care;
- e. defective equipment supplied by you; or
- f. events outside our reasonable control that we could not reasonably have prevented.

19.5 Nothing in these Terms and Conditions excludes or limits liability where it would be unlawful to do so, including liability for fraud or for death or personal injury caused by negligence.

20. Personal information and photographs

20.1 We use personal information to administer bookings, care for dogs, maintain licensing records, communicate with owners, obtain veterinary assistance, process payments and comply with legal obligations.

20.2 Further information about how we use, share, retain and protect personal information is contained in our Privacy Notice.

20.3 Certain boarding and consent records may need to be retained for at least three years to comply with our licensing obligations.

20.4 Permission to use photographs or videos for social media, advertising or promotional purposes is optional and will be requested separately. Refusing promotional consent will not affect a booking.

20.5 We may take and retain photographs where reasonably necessary to document the dog's health, behaviour, an incident or the condition of property.

21. Complaints

21.1 Please raise any concern with Cathy Orchard as soon as reasonably possible so that we have an opportunity to investigate and respond.

21.2 Complaints should be sent to:

Cathy Orchard The Woofchester Hotel 55 Lacey Road Bristol BS14 8LS

Telephone: 07720 634963

Email: reservations@thewoofchesterhotel.co.uk

21.3 We will acknowledge a formal complaint within five working days and aim to provide a substantive response within 14 working days.

21.4 Nothing in this clause prevents either party from obtaining independent advice or exercising their legal rights.

22. Changes to these Terms and Conditions

22.1 We may update these Terms and Conditions for future bookings to reflect legal, licensing, insurance or operational changes.

22.2 The version supplied when a booking is confirmed will apply to that booking unless a change is required by law or is agreed with you.

23. General provisions

23.1 If part of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions will continue to apply.

23.2 A delay in enforcing a right does not mean that the right has been waived.

23.3 These Terms and Conditions are governed by the law of England and Wales. The courts of England and Wales will have jurisdiction, subject to any mandatory consumer right allowing proceedings to be brought elsewhere.

Booking Declaration and Consents

Guest's name

Owner's name

☐

I am the guest's owner or am authorised by the owner to make this booking and veterinary decisions.

☐

The information supplied about health, vaccination, medication, behaviour and history is complete and accurate.

☐

I have disclosed any history of aggression, biting, guarding, escape behaviour, reactivity or anxiety.

☐

I authorise The Woofchester Hotel to obtain veterinary advice and arrange reasonably necessary treatment under clause 14.

☐

I agree to pay veterinary and associated costs for which I am responsible under the Terms and Conditions.

☐

I authorise relevant veterinary and insurance information to be shared where reasonably necessary for care or an insurance claim.

Emergency veterinary expenditure preference

£

before further approval is requested, where contact and urgency reasonably permit. This does not prevent urgent action needed to protect welfare.

Normal veterinary practice

Local adult emergency contact

Individual permissions

Select one option for each permission.

- | | | | |
|--|---------------------------|--------------------------|---------------------------|
| Boarding with dogs from other households | ☐ Yes | ☐ No | |
| Sharing supervised communal areas with compatible dogs | ☐ Yes | ☐ No | |
| Being walked outside the home or garden | ☐ Yes | ☐ No | |
| Being walked with compatible dogs from another household | ☐ Yes | ☐ No | |
| Off-lead exercise in a secure and suitable location | ☐ Yes | ☐ No | |
| Transport in The Woofchester Hotel's vehicle or arranged transport | ☐ Yes | ☐ No | |
| Use of the guest's usual crate as part of the established routine | ☐ Yes | ☐ No | ☐ N/A |
| Feeding alongside another dog from the same household | ☐ Yes | ☐ No | ☐ N/A |
| Promotional photographs or videos | ☐ Yes | ☐ No | |

Promotional permission is optional and can be withdrawn for future use at any time.

☐ I have read and accept The Woofchester Hotel's Terms and Conditions.

Owner's signature

Date

THE WOOFCHESTER HOTEL

TERMS ACCEPTANCE AND DIGITAL SIGNATURE

Fillable and signable acceptance

Complete the fields below. You may type your name as an electronic signature. A compatible PDF application may also be used to apply a certificate-based digital signature in the signature box.

Owner full name *

Guest's name *

Electronic signature - type your full name *

Date *

☐

I confirm that I have read and accept The Woofchester Hotel's Home Dog Boarding Terms and Conditions.

Optional certificate-based digital signature

Tap or click the box below in a PDF application that supports digital signatures.

DIGITAL SIGNATURE BOX