

Terms & Conditions

Welcome to The Woofy Inn. By booking a Dog Day Care, you agree to the following terms and conditions.

General Requirements

- All dogs must be dog-friendly and well-socialised.
- You must inform us of any allergies, medical conditions, or behavioural issues your dog has before the stay begins.
- Owners are financially responsible for any property damage caused by their dog.

Dog Day Care

- Only dogs who are friendly and social with other dogs will be accepted.
- Day care operates Monday to Friday, from 7:30 AM to 5:30 PM.
- Payment is made online during the booking confirmation.
- Any damage to property caused by your dog will be at the owner's expense.
- In the case of a veterinary emergency (that has not occurred due to space conditions or staff actions), all vet costs will be the owner's responsibility.

Daily Updates

- **Minimum of 3 updates per day**, sent via WhatsApp Group, at: 9:30am, 12:30pm and 3:00pm
- **Up to 2 extra updates** may be shared if something particularly funny, special or unexpected happens, but these will be limited so the group doesn't get too busy.
- Any important individual updates about your dog's wellbeing will be sent to you privately.

Dog Day Care Cancellations

- As bookings start at 7:30am, cancellations are only refundable if made at least 24 hours before the booking start time.
- Any cancellations within 24 hours will be non-refundable and won't be eligible for rescheduling.

Additional Terms

Vaccination and Health

- All dogs must be up-to-date on vaccinations, flea/tick, and worming treatments.
- Dogs showing signs of contagious illness (e.g., kennel cough, vomiting, diarrhoea) will not be accepted and may be refused at drop-off.

Aggression and Behaviour

- If a dog displays aggressive behaviour or causes risk to others (dogs or humans), we reserve the right to request immediate collection.
- No refund will be issued if a dog is removed from the premises for behavioural reasons.