

DEFRA Guidance for Boarding and Home Boarding of Animals

Business name: VIP Pet Care
Proprietor: Stephanie Priest
Tel: 077 959 27718

INDEX

Page 2: Part A - Conditions for **GENERAL BOARDING** (Schedule 2 of the Regulations)

- 5.0 ANIMAL COMFORT AND WELFARE, ENVIRONMENT, TRANSPORT
- 6.0 SUITABLE DIET
- 7.0 ANIMAL BEHAVIOUR AND MONITORING
- 8.0 HUMAN INTERACTION
- 9.0 CONTROL OF INFECTIOUS DISEASES AND ANIMAL MEDICATION (Titre Test)
- 10.0 EMERGENCY PLAN AND EMERGENCY CONTACTS

Page 7: Part B – Specific conditions: Providing **HOME BOARDING** for dogs (Schedule 4, Part 3 of the Regulations):

- 12.0 HOME
- 13.0 SUITABLE ENVIRONMENT
- 14.0 SUITABLE DIET
- 15.0 MONITOR OF BEHAVIOUR AND TRAINING (including puppies)
- 16.0 UNNEUTERED BITCHES MUST BE PREVENTED FROM MATING
- 17.0 RECORDS AND IDENTIFICATION

Page 9: VIP PET CARE TERMS & CONDITIONS

- i. MAXIMUM NUMBER OF BOARDING PETS
- ii. COMPLETION OF FORMS
- iii. BOOKINGS
- iv. DEPOSITS
- v. CANCELLATION POLICY
- vi. PAYMENTS
- vii. PAYMENT DETAILS
- viii. REFUNDS
- ix. PROVISION OF INFORMATION
- x. UPDATES
- xi. VACCINATIONS
- xii. MICROCHIPS
- xiii. DANGEROUS DOGS ACT 1991.
- xiv. ENTIRE MALES
- xv. TRANSFER OF AGGRESSIVE DOGS
- xvi. EXERCISE POLICY
- xvii. PROCEDURE FOR ESCAPED PETS
- xviii. STRONG DOGS
- xix. PET FOOD SUPPLIES
- xx. DAMAGE TO VIP PET CARE PROPERTY
- xxi. UN-SPAYED BITCHES
- xxii. ACCIDENTS AND EMERGENCY PROCEDURE
- xxiii. PET ILLNESS OR ACCIDENT PROCEDURE
- xxiv. PHOTOGRAPHS OF PETS

DEFRA Guidance for Boarding and Home Boarding of Animals

Part A - Conditions for **GENERAL BOARDING** (Schedule 2 of the Regulations):

5.0 ANIMAL COMFORT AND WELFARE, ENVIRONMENT, TRANSPORT

5.3 Staff must ensure that the animals are kept clean and comfortable

Dogs will receive routine grooming and other health regimes as needed (or tolerated!) and agreed with the owner e.g. cleaning of eyes or keeping long fur from matting. This will include attention to coat, teeth, ears and nails and inspection for parasites.

5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.

Dogs have regular opportunities throughout the day for toileting in the garden area and during walks (dogs are ALWAYS cleaned up after).

In cold weather when indoors, pets are offered toilet breaks hourly.

In warm weather, the door to the garden is open as long as I am on the ground floor. Dogs are monitored in the garden.

Toileting is monitored to check for abnormalities.

5.6 The animals must be transported and handled in a manner (including for example in relation to housing, temperature, ventilation and frequency) that protects them from pain, suffering, injury and disease.

Dogs are transported in the back seat or opened luggage area of my car and kept safe via a harness. The area is made comfortable with blankets.

The car is cleaned and disinfected between guests Pet Pride Kennel Cleaner and Disinfectant or suitable equivalent. All surfaces in the rear of the car will be vacuumed, cleaned and disinfected.

All bedding is laundered weekly for long stay guests.

Bedding and linen is laundered and disinfected between boarders.

Water is always available.

I endeavour to take dogs with me whenever possible to provide a change of scenery, enjoyment and opportunities to socialise at dog friendly places. When taking dogs with me on excursions, regular toilet and water breaks are provided.

I do not leave dogs alone in the car unless absolutely necessary and for only a few minutes (e.g. human toilet break or when paying for fuel etc.)

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

The dogs and myself will spend most of the time together.

DEFRA guidelines stipulate that dogs must not be left longer than 3 hours in a 24 hour period. I endeavour to stay with the dogs as much as possible. When I do have to leave them, I comply the 3 hours maximum duration.

DEFRA Guidance for Boarding and Home Boarding of Animals

6.0 SUITABLE DIET

6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any new feeds must be introduced gradually to allow the animals to adjust to them.

Diet will be agreed with and supplied by the dog's owner. Dietary details to be provided on **the Pet Profile form**

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

Dogs displaying lack of appetite will be monitored closely. Owner will be informed immediately and kept updated.

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

Dry food will only be left out until the next morning then disposed of.

Wet food will be removed after 30 minutes and refrigerated. The food will be offered again 1-2 hours later. If it is still unwanted, it will be disposed of unless otherwise advised by owner.

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Food bowls are cleaned after every feed and only disinfected when absolutely necessary.

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

Fresh water is provided daily in clean bowls in a variety of locations accessible by the dogs.

Water is checked and changed at least 3 times per day.

7.0 ANIMAL BEHAVIOUR AND MONITORING

7.3 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a veterinarian or, in the case of fish, any person competent to give such advice if adverse or abnormal behaviour is detected.

Behaviour of individual dogs will be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety will be recorded and acted upon.

Dogs are sometimes unsettled for the first few days of their stay. I aim to reassure them, provide care, comfort and routine to help them settle in to their stay.

Owners are kept updated via chosen communication methods (text, email, WhatsApp).

DEFRA Guidance for Boarding and Home Boarding of Animals

8.0 HUMAN INTERACTION

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Dogs are around me throughout their stay and are taken on walks where they receive 1-1 care and attention, plus social walks and excursions to dog-friendly locations and venues.

Dogs are also encouraged to mix with visitors (human)

9.0 CONTROL OF INFECTIOUS DISEASES AND ANIMAL MEDICATION

9.4 All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.

Dogs must have current vaccinations against canine parvovirus, canine distemper, canine adenovirus/infectious canine hepatitis, leptospirosis and other relevant diseases.

Certification from a veterinarian of a recent protective **titre test** may be accepted instead of a booster vaccination as required by the establishment. The certificate must state that it is valid for the current period of boarding

Primary vaccination courses must be completed at least 2 weeks before boarding.

Vaccines used must be licensed for use in the UK. Homoeopathic vaccination is not acceptable.

Pets must have been appropriately treated for external and internal parasites in accordance with veterinary advice before entry to the home boarding environment. If there is evidence of external parasites (fleas, ticks, lice) the pet must be treated with an appropriate product authorised by the Veterinary Medicines Directorate and licensed for use on animals in the UK.

At VIP Pet Care internal floors, surfaces are cleaned daily.

Hand-washing is regular practice when handling dogs, the associated equipment and after walks and toilet clean up.

Bedding, toys and feeding bowls will be disinfected with suitable anti-bacterial and anti-viral disinfectant between boarders (Zoflora, Pet Pride Kennel Cleaner and Disinfectant)

Externally, concrete areas and walls will be treated with Jeyes Fluid. Planted areas will be hosed down.

Transport will be cleaned and bedding laundered and disinfected between users.

Soiled domestic areas and bedding is cleaned and disinfected immediately as per internal surfaces.

9.9 Prescribed medicines must be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in accordance with the instructions of the veterinarian.

Details of any medication to be administered during the pet's stay must be included on the VIP Pet Care Pet Profile form

A separate container is provided for the storage of medicines

DEFRA Guidance for Boarding and Home Boarding of Animals

10.0 EMERGENCY PLAN AND EMERGENCY CONTACTS

Emergency Plan

10.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all the people on the premises used for the licensable activity, and followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdowns for essential heating, ventilation and aeration or filtration systems or other emergencies.

10.2 The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable and an emergency telephone list that includes the fire service and police. (DEFRA guidelines)

A fire blanket is held on the premises

1- VIP Dog B&B is rendered uninhabitable	All boarding animals and occupants will be evacuated as required. Boarding register and plan to be kept with the Proprietor/Key Holders. Emergency services notified. The pet/owner's emergency contact will be notified to ascertain whether the pet(s) can be looked after by them. Alternative emergency venue: Nearest dog-friendly hotel: OYO The George Hotel, Burslem.	Police, Fire, Ambulance: 999 Emergency vet: as per pet care plan Key Holder/Designated carer: Frederick Priest Alternative key holders:
2- Proprietor is ill/absent for more than 2 hours.	Designated carer (also key holder) is informed. Key holder/carer to access VIP Pet Care to look after boarded pets.	Owners informed
3- Loss of power (short term): Gas (central heating and cooking) Electricity (boiler for heating, lights) Water Loss of power (long term)	Extra blankets provided, electric heaters utilised. Portable gas stove can be used for preparing food, heating water, providing heat. Torches and batteries are deposited around the property. Candles available with appropriate containment Sealed bottles of water are stored at the premises See Item 1.	Owners informed
4- Extreme heat/cold	Electric fans or heater as required Iced water provided for extreme heat. Doors and windows kept open or closed as necessary. Appropriate bedding provided: cotton or wool type Cool indoor/outdoor bathing offered to dogs.	
5- Animal suspected of infectious disease	Animal isolated, monitored and kept comfortable. Advice from registered vets sought and appropriate care administered. Everything which has come into contact with the pet will be cleaned and disinfected: internal floors and surfaces (Zoflora or Pet Pride Kennel Cleaner and Disinfectant) and external areas (Jeyes Fluid).	Emergency vet contacted. Owner/emergency contact contacted Pet owner's vet contacted.
6- Death of animal	Animal is isolated in separate room or outbuilding and stored appropriately. This may mean moving the animal to VIP Pet Care registered vet. The pet owners and emergency contact will be notified and appropriate action taken as requested. Advice sought from designated and registered vets.	Emergency vet contacted. Owner/emergency contact contacted Pet owner's vet contacted.

DEFRA Guidance for Boarding and Home Boarding of Animals

EMERGENCY CONTACTS/KEY HOLDERS FOR PROPRIETOR, STEPHANIE PRIEST:

- Mr F Priest 0790 661 5262
- Miss V James 23 Frome Walk, ST6 7JX 07886 327873
- Police, Fire, Ambulance: 999
- Stoke-on-Trent City Council: [General – 01782 234234] [Out of hours - 01782 234100]

10.3 External doors and gates must be lockable.

All external doors have locks and bolts.

All external gates are lockable and are kept locked for the duration of the guest's stay.

Safety gate installed on rear external door

Safety gate installed on rear gate/driveway

10.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance of the premises and available to attend in an emergency.

Designated person for emergencies – details on Emergency Procedure Plan:

DEFRA Guidance for Boarding and Home Boarding of Animals

Part B – Specific conditions: Providing HOME BOARDING for dogs (Schedule 4, Part 3 of the Regulations)

12.0 HOME

12.1 Dogs must be accommodated within the home (VIP Pet Care property)

Indoor: sufficient space is available to provide an individual sleeping area for each dog if required: Kitchen, sitting room, bedroom 1, bedroom 2.

Outdoor: There is a large garden with lockable gates; this is only used by the VIP Dog B&B guests.

13.0 SUITABLE ENVIRONMENT

13.1 Dogs from different households may only be boarded at the same time with the written consent of every owner.

My policy is to board ONLY dogs from the same family. Exceptions MAY be considered if the dogs have a pre-established, amicable friendship and, with the written consent from each owner.

13.2 Each dog must be provided with its own designated room, where it can be kept separate from other dogs.

See 13.1

13.3 Each dog must have a clean, comfortable and warm area within its designated room where it can rest and sleep.

I provide pet-beds and bedding however, I do allow dogs on my sofas and beds. If you do not want your pet/s to sit or sleep on the sofas or in bedrooms or on beds, I will abide by your wishes as to repose or sleeping locations.

Should the dog/s not settle after 3-4 days, I will advise you and offer the option for the dogs to sleep in the one of the bedrooms. Usually, this helps the dogs to settle.

Beds and bedding are provided by VIP Dog B&B. It is recommended that ONE blanket or toy be brought with the dog to provide a comforting, familiar smell.

All bedding and towels are washed once a week for long stay guests. All bedding and towels are washed and disinfected between guests. As per Guidance Item 9.4

13.6 A dog must NOT be kept in a crate unless—

- (a) it is already habituated to it,
- (b) a crate forms part of the normal routine for the dog;
- (c) the dog's owner has consented to the use of a crate.

Please provide a crate if this is what your dog prefers.

14.0 SUITABLE DIET

14.1 Each dog must be fed separately in its designated room unless its owner has given written consent to the contrary.

DEFRA Guidance for Boarding and Home Boarding of Animals

Details of food and treat plan will be required on the **VIP Dog BB Pet and Owner Information and Booking Form**

15.0 MONITORING OF BEHAVIOUR & TRAINING

15.1 Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

The premises of **VIP Pet Care** has been designated safe for boarding dogs. I provide dog toys for play and enrichment. These are washed and disinfected between guests.

15.2 Each dog must be exercised at least once daily as appropriate for its age and health.

Continuation of owner's training for puppies under 1 year old: toileting, socialising etc
Details of walks and exercise is required on the **VIP Pet Care forms**

Where possible, I will take them with me in the car for walks, excursions, dog friendly visits. I do not leave dogs in my car.

If I have to leave the house without the pets, it will be for no more than the DEFRA recommended maximum of 3 hours in any 24 hour period.

If the pet cannot be left alone, I endeavour to uphold this request.

Where possible, I will avoid leaving the dogs alone.

15.3 Dogs which on the advice of a veterinarian cannot be exercised must be provided with alternative forms of mental stimulation.

All guests are accompanied by myself for the duration of their stay.

Visitors to VIP Pet Care are encouraged.

Infirm dogs are gently encouraged to go into the garden and are accompanied to ensure their safety.

Gentle, suitable play with toys is offered.

16.2 UNNEUTERED BITCHES MUST BE PREVENTED FROM MATING.

Female dogs in season MAY be considered for boarding. Please seek guidance before booking.

17.0 RECORDS AND IDENTIFICATION

A record of the date or dates of each dog's most recent vaccination, worming and flea treatments must be provided

Details of any medical treatment each dog is receiving must be provided.

17.2 When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

Temporary identity tags are provided for the duration of the stay to be worn alongside owner's identity tag.

DEFRA Guidance for Boarding and Home Boarding of Animals

VIP Pet Care – Home Boarding Terms & Conditions

The Terms & Conditions set out an agreement between the pet owner and **VIP Pet Care**.

- i. Maximum boarders: 3 from **the same household/family**; (up to 3 small dogs or up to 2 medium sized dogs) – Large, very strong dogs cannot be boarded however, care can be provided at the pet's own home.
- ii. Completion of a **VIP Pet Care Pet Profile and Owner Information Form** will confirm the owner/s acceptance of the **Terms and Conditions, Guidance, [Pricing and Cancellation Policy](#)** and their desire to progress with a Booking.
- iii. **Bookings** are not confirmed until the deposit has been paid.
- iv. A **deposit** (25% of total booking cost) is required to secure the requested dates as soon as they have been confirmed. This may be returned or retained in accordance with the **Cancellation Policy**.
- v. **Cancellation Policy:** If you need to **cancel or change** the booking, please let me know as soon as possible via telephone or face to face in the first instance to ensure the cancellation has been noted. Please follow this up with a SMS text or WhatsApp message.
 - If the cancellation is confirmed **more than** 2 weeks before the booking start date, any deposit or payments already made will be refunded within 48 hours after the receipt of the cancellation.
 - If the cancellation is **less than** 2 weeks before the booking start date, the deposit will be retained.
 - If **VIP Pet Care** needs to cancel at any time, **ALL** booking payments will be refunded at the time of cancelling.
- vi. **Payments:** a detailed breakdown of your booking will be provided on an invoice - payable on your return: standard pet care fees, mileage, pet-related transport, pet provisions.
- vii. **Payment details:**
 - a. Account Name: Stephanie Priest
 - b. Number: 5766 8982 Sort code: 09-01-36
 - c. Reference: [Your pet's name + Family name]
- viii. **Refunds** are not issued if you collect your dog before the confirmed, pre-arranged end time or date of the booking.
- ix. You agree to provide full and detailed information in the **VIP Pet Care, Pet Profile and Owner Information Form** about your dog/s.
- x. During your continued use of **VIP Pet Care** you agree to keep me informed and **updated** of any changes to your dog/s booking.
- xi. All dogs must be up to date with their **vaccinations**, worming, tick and flea treatments. You must provide **VIP Pet Care** with the vaccination booklet at the start of each board.

DEFRA Guidance for Boarding and Home Boarding of Animals

- xii. All dogs must be **microchipped** and the microchip number must be included on the **VIP Pet Care Pet Profile and Care Plan** before boarding can commence.
- xiii. I am unable to accept dogs with known aggression problems towards other dogs or people and subject to the terms of the **Dangerous Dogs Act 1991**.
- xiv. I am happy to accept **entire males**, providing they do not exhibit overly aggressive behaviour.
- xv. If your dog is aggressive or bites during the boarding term, it will be moved to a kennel and a **transfer** fee of £40.00 plus the mileage fee will be payable by yourself upon your return. There will be no refund of the boarding fees you have paid **VIP Pet Care** and any additional fees charged by the kennels will be payable by you.
- xvi. It is the **VIP Pet Care** policy to **exercise** ALL dogs on a lead. Your dog may (with your permission) be exercised off the lead in a secure enclosed space (Tunstall tennis courts – now designated as a dog exercise space) or similar enclosed space). Every care will be taken to ensure your dog is exercised safely.
- xvii. Pets will be exercised on leads (unless owner requests otherwise). The garden at **VIP Pet Care** has been designated safe for use by pets and to prevent harm or escape. In the event of an animal **escaping**, the procedure is as follows:
- Owner contacted
 - Local **borough** dog wardens contacted: Staffordshire, Cheshire.
 - Local **council** dog wardens contacted: Stoke-on-Trent, Newcastle Borough and Staffordshire Moorlands.
 - Local vets in 5 mile radius contacted and details of missing animal provided.
 - If required, pet details can be uploaded to <https://www.petslocated.com/>.
- xviii. If your dog is especially **strong** and/or pulls excessively on the lead, the booking may be declined or, walks restricted to the VIP Pet Care garden or alternative care options offered. This is to ensure the absolute safety of your pet and myself.
- xix. You agree to **supply enough food** for the duration of your dog's board (plus any bedding, lead or toys which will help your dog to settle). If insufficient food is supplied at the start of the board you agree to refund **VIP Pet Care** the costs incurred purchasing more food.
- xx. If your dog causes **damage** to the **VIP Pet Care** premises or belongings, other than reasonable wear and tear, you agree to reimburse any reasonable cost incurred in this event.
- xxi. I am able to accept bookings for **un-spayed bitches**, however if you believe your dog is due into season during her board you must inform me at the time of booking.
- xxii. **VIP Pet Care** and designated carers will endeavour to ensure the safety and security of: your pet, the VIP Pet Care proprietor, designated carers and the general public.

DEFRA Guidance for Boarding and Home Boarding of Animals

Whilst the highest standards of safety and security will be maintained whilst your pet is in our care, **accident**, injury, illness or death could occur. In the unlikely event of any of these occurrences taking place, the procedure will be as follows:

- The pet will receive immediate attention as appropriate.
- You will be informed and guidance sought.
- Your specified vet will be contacted. Should your vet be uncontactable, I will use the VIP Pet Care registered vet.
- Your designated Emergency Contact will be informed if required.

xxiii. **VIP Pet Care** will use all care to ensure the happiness, safety and welfare of your pets. If, however, your pet becomes unwell or has an **accident** during his board it will be taken to the Veterinary Surgery specified by you on the **VIP Pet Care Pet Profile and Care Plan and Owner Information** forms.

- You agree to be responsible for payment of veterinary fees incurred upon your return.
- It is recommended that your dog is insured against sickness, accident, injury and third party liability prior to the start of the board.
- The **VIP Pet Care - Pet Profile and Care Plan, Owner Information** forms gives **VIP Pet Care** authorisation to take your pet/s to the vet's if necessary, whilst also confirming you will either reimburse **VIP Pet Care** any fees or pay the veterinary surgery directly, as required.

xxiv. **Photos** taken of your pet/s during the booking will be the property of **VIP Pet Care** and may be shared on my website. Please ensure you complete the 'Photo' section of the **VIP Pet Care – Owner Information** to specify your consent or non-consent to share the photographs publicly.

All **VIP Pet Care** forms and documentation can be found at stephaniepriest.com

Updated: March 2023

STEPHANIEPRIEST.COM\VIP Pet Care\VIP Pet Care Defra Guidelines – Terms and Conditions