



BEST BEHAVIOUR

SCHOOL FOR DOGS

Practice Managers (Franchisees) :

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School Rules

Dogs are collected from your home and taken to our private fields, to enjoy play and exercise for an hour with other friendly dogs. The fields are suitably fenced on all sides; your dog is safe to play off-lead and is supervised throughout.



Travel:

Our vans are fitted with dog crates lined with comfortable bedding so that your dog travels securely and comfortably in their own space. Dogs that live together may travel in the same crate if they are comfortable with this.

We carry plenty of towels and dogs will be rubbed down at the end of the run if wet. Water is always carried and dogs have constant access to water when playing in the field. We can bring our own lead for transfer from home to van, or can use yours if preferred.

**Feeding:**

Please ensure your dog has eaten a minimum of 2 hours before their pick up time as the excitement can upset tummies. Please let us know of any allergies or dietary requirements your dog may have. Natural treats are given as rewards while your dog is with us unless you instruct otherwise.

Activity:

During the hour we are in the field we encourage recall and discourage jumping up or mouthing. However, fun and games are the primary focus and your dog will be supervised and encouraged while they engage in appropriate play behaviours. Your dog can run to his heart's content and will be returned safely and happily exhausted, although perhaps a little mucky!

Fees:

The cost of a session is £22 for one dog or £35 for two dogs from the same household. Dogs attending more than one session per week will be charged full price for the first one, then a discounted rate for any additional sessions in the week. If dogs from the same household require separate crates to travel in the discount is at our discretion.

Fees can either be paid weekly by cash or an invoice can be sent by email at the end of each month for payment by bank transfer to our account.

Cancellation Policy:

Please remember to let us know of any cancellations you need to make to your dogs attendance. Cancellations must be made more than 24 hours before the day of your booked walk, otherwise the full rate will be charged.

Keys:

We are happy to collect and return your dog whilst you are out. This can be arranged using a key safe or safe place, or we can keep hold of your keys on a permanent basis. Whilst keys are in our possession, we take every precaution to safeguard them, however if you choose to leave them in a key safe or safe place on your property, you do so at your own risk. All keys are kept securely, never alongside address details, and will never be used or passed to anyone outside of the Best Behaviour business.

Severe Weather:

Dog play school generally carries on whatever the weather, providing it is safe to do so. Whilst we are happy to walk your dog in rain, shine, wind or snow there are rare occasions where severe weather such as snow and ice make conditions too dangerous to risk driving. In which case we will make the decision to cancel the service for the day.

Unfortunately, due to the unpredictable nature of the British weather we may not be able to make that decision until the morning of the walk. It is therefore a good idea to have a contact nearby who could at least let your dog out into the garden if you are able to get out to work but we are unable to get to them - please bear in mind that whilst conditions on main roads may be fine, our own roads, side roads and access to our field may not be!

Severe weather also includes heatwaves. Dogs can die from heat stroke if exercised excessively in warm weather, so their safety is our top priority at all times. Our walks are on grass so there is only pavement walking to get your dog from your house to the van. We have many cooling methods in place; there are fans in the back of the vans for air flow, large areas of natural shade at the field and plenty of fresh cool water in bowls and we'll of course have the paddling pools out too! We stop in shade wherever possible for pickups and drop offs and check the dogs at each one.

Some breeds or individuals are more sensitive to the heat; if your dog has a thick coat, short nose (brachycephalic), is elderly, juvenile, overweight or has a health condition please take the decision carefully whether to send them and let us know as soon as possible if you would prefer they stayed at home. However, if the temperatures are forecasted to rise to 27 degrees C or above, this is considered to be a risk for exercising all types of dog and we may take the decision to cancel walks. Pop in visits may be offered as an alternative but information on this will be sent round via email should this situation arise. We never take these decisions lightly and will notify you via email, text or phone call as needed. You will not be charged for any sessions cancelled by us.

Vaccinations:

All dogs must be up to date with their annual vaccinations. This combines Distemper, Parvovirus, Infectious Canine Hepatitis and Leptospirosis. Ideally dogs should also receive the kennel cough vaccination as they will be mixing with other dogs (see below).

Further Information on Kennel Cough:

Kennel cough is the common term for an upper respiratory infection caused by a combination of the canine parainfluenza virus and the bacteria *Bordetella bronchiseptica*.

It is not always the same combination or strain that causes the illness - there are over 20 evermutating strains, as with when we have a 'cold' or the 'flu'. This means that even vaccinated dogs can be susceptible to the illness. Kennel cough is extremely contagious. It is spread via direct contact, contaminated surfaces and air droplets. Unfortunately symptoms may only appear 5-10 days after exposure and affected dogs may develop a harsh, dry, hacking cough, may run a temperature or go off their food.

If your dog is coughing, and you suspect kennel cough, please do not send your dog to play and notify us as soon as possible. We take every precaution to prevent the spread of communicable diseases such as this.

Neutering:

Unfortunately, we cannot take uncastrated males in our dog play sessions. We are understanding of the variety of reasons for neutering at different ages but implement this policy so as not to affect the balance of the group play sessions.

Females cannot attend while they are in season due to the dramatic impact on behaviour of both males and females. It is the owner's responsibility to inform us if their female has come into season. The length of time this lasts varies from female to female; we are happy to discuss this with you on an individual basis.

Behaviour:

Should we feel that your dog's behaviour is inappropriate, or is putting themselves, us or the other dogs in our care at risk; we will alert you of this as soon as possible. We reserve the right to refuse your dog's attendance if we feel it causes a problem within the group setting.





Dog Behaviour Counselling & Exercise School

BEST BEHAVIOUR

SCHOOL FOR DOGS

Exercise School Form

Owners Details

Name:

Tel: Mob:

Address:

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Email:

Day of Exercise School Required:

(We will do our best to accommodate you on your required day, however some groups are full.
We have waiting lists in place if you required a particular day)

Dog's Details

Name: D.O.B:

Breed: Male/Female:

Castrated/Spayed: Medication:

Vets: VetsNo:

Date of last vaccination: Are vaccs up to date? YES/NO

Kennel Cough Vaccine: Dietary Allergies: YES/NO

Emergency Contact:

Have you had your dog since a puppy? Please provide details if not. YES/NO

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How much exercise does your dog receive? Are they let off lead?

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Has your dog ever behaved aggressively in the house towards dogs or people? If yes, please provide details YES/NO

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Has your dog ever behaved aggressively on or off the lead when out, towards dogs or people? If yes, please provide details YES/NO

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You agree that the information you have provided on this form is true and accurate and agree you will be liable for any injury or damage incurred as a result of us relying on any incorrect or misleading information.

You also acknowledge that you have read, understood and agree to the terms of the School Rules.

Signature..... (Dog owner).

Date.....

Signature..... (Practice Manager - Franchisee)

Date:.....

Please complete and return this form to the appropriate Dog School Practice Manager (Sam for Tonbridge, Jen for Folkestone & Hythe, Megan for Ashford & Surrounding Villages).

Email Addresses above. Many thanks!