

BARNETT'S BUDDIES

HOME BOARDING POLICIES



BARNETT'S BUDDIES
Pet Care & Support • All Creatures Welcome



Document Control

Version Register & Review Policy



Version Register

Version 1.0 (Current) - Initial compilation for licensing compliance.

Review Policy

This manual is a living document and will be reviewed:

- Annually
- Following any operational incidents or near-misses
- Following local or national legislative changes (Animal Welfare Regulations)
- Following licence amendments or updates
- Following significant changes to the premises layout or resident pets

Approval & Sign-Off

Owner Declaration: I confirm that the operations of Barnett's Buddies will be conducted strictly in accordance with the procedures outlined in this manual.

Signature: _____ Date: _____

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Statement of Purpose

Mission Statement & Business Philosophy

Mission Statement

Barnett's Buddies provides welfare-led, home-from-home boarding where animals are treated as cherished family members rather than commercial customers.

Core Welfare Commitments

- Welfare First: Animal physical and psychological well-being is our leading priority.
- Positive Experiences: Creating fear-free, low-stress environments for all visitors.
- Safe Care: Rigorous supervision and secure boundary management.
- Family Environment: Integration into daily domestic life without isolation or kennel environments.
- Individual Attention: Keeping visitor numbers low to cater to individual quirks and needs.
- Honest Communication: Transparency with owners regarding their pet's behaviour and state.
- Continuous Learning: Keeping up-to-date with modern animal behaviour and welfare science.

Business Philosophy

"Pets Are Family. Always." This philosophy underpins every rule, SOP, and decision within this handbook. The business model is intentionally small-scale and highly welfare-focused to avoid the stresses associated with high-volume commercial facilities.



About Barnett's Buddies

Who We Are & What We Do

About Us

Barnett's Buddies is a small-scale, welfare-led home boarding service based in the Forest of Dean, Gloucestershire. Run by Kelly Barnett, we provide a genuine home-from-home experience where visiting pets are integrated into daily family life rather than housed in kennels or isolated spaces.

Kelly has a lifelong passion for animals and has cared for a wide range of species over the years — from dogs and cats to ferrets, rabbits, bearded dragons, turtles, geckos, and fish.

Species We Support

We are licensed to board dogs in a home environment. Our experience also extends to caring for small animals and exotics by arrangement. All species are cared for with species-appropriate enrichment, nutrition, and handling.

Our Resident Pets

Our household includes:

- Honey & Kodi — 11-year-old Norwegian Elkhounds (neutered, vaccinated, friendly)
- Bert — a 13-year-old bearded dragon (housed securely in a vivarium)

All resident pets are fully vaccinated, insured, and managed to ensure safe, stress-free introductions with visiting animals. Resident pets are always supervised during interactions and can be separated if needed.

All interactions between visiting guest pets and resident pets are carefully risk-assessed, progressively managed, and strictly supervised. Initial introductions take place in a neutral area outside the immediate home boundaries.

Alternative Accommodation Contingency

Should an unexpected compatibility or welfare issue arise between guest pets and resident dogs, alternative emergency arrangements are pre-established. Resident dogs can be temporarily relocated to certified emergency family care to ensure the incoming guest pet's safety and comfort are maintained.

Welcome & Socials

Connect With Us Online

Welcome

Thank you for choosing Barnett's Buddies! We're thrilled to welcome your pet into our home. This handbook contains everything you need to know about how we operate, our policies, and what to expect when your pet stays with us.

If you have any questions at all, please don't hesitate to get in touch — we're always happy to help.

Find Us Online

Stay connected and see what we get up to:

- Facebook: Barnett's Buddies
- Instagram: @barnetts.buddies
- Website: www.barnettsbuddies.co.uk
- Email: BarnettsBuddies@Proton.me
- Phone: 07451 22 88 00



Getting In Touch

We aim to respond to all enquiries within 24 hours. For urgent matters during a boarding stay, Kelly is available by phone at all times. Emergency contact details are shared with all clients prior to their pet's first visit.

Values & Standards

Professional Ethics & Conduct

Our Core Values

Everything we do at Barnett's Buddies is guided by these principles:

- Welfare Above All — the physical and emotional needs of every animal come first.
- Honesty & Transparency — open communication with owners at all times.
- Respect — for animals, owners, neighbours, and the local environment.
- Responsibility — we take full accountability for animals in our care.
- Compassion — patience, kindness, and understanding in every interaction.
- Professionalism — maintaining high standards of hygiene, record-keeping, and conduct.

Professional Standards

- We maintain up-to-date knowledge of animal welfare legislation and best practice.
- We hold valid public liability insurance and DBS checks.
- We follow all conditions of our local authority animal boarding licence.
- We engage in continuous professional development (CPD) through courses and reading.
- We maintain confidentiality regarding client information at all times.
- We never use aversive training methods — positive reinforcement only.

Duty of Care

We accept a legal and moral duty of care for every animal entrusted to us. This means providing appropriate food, water, shelter, companionship, veterinary attention, and freedom from fear and distress for the duration of their stay.



Code of Conduct

Professional & Ethical Standards for Home Boarding

1. Professionalism & Integrity

All staff and representatives of Barnett's Buddies must conduct themselves with honesty, respect, and professionalism at all times. This applies to interactions with pet owners, their pets (of any species), and the general public. We treat every animal in our care with the same compassion and attentiveness, regardless of species or size.

2. Animal Welfare

The welfare of every pet in our care is our highest priority. All animals must be housed, fed, exercised, and handled in accordance with their species-specific needs. Any concerns about a pet's health or behaviour must be reported immediately. Physical punishment or neglect of any kind is strictly prohibited and will result in immediate dismissal.

3. Confidentiality

All client information — including personal details, pet medical records, and home access arrangements — must be kept strictly confidential. Information may only be shared with veterinary professionals in an emergency or with the client's written consent.

4. Use of Company Resources

Equipment, supplies, and branded materials provided by Barnett's Buddies are for business use only. Any misuse, theft, or damage must be reported. Social media posts involving client pets require prior written consent from the owner.

5. Reporting Violations

Any breach of this code must be reported to management without delay. Whistleblowers are protected from retaliation. Violations may result in disciplinary action, up to and including termination of contract and referral to relevant authorities.

6. Complaints Procedure

Any concerns regarding the care of your pet or the conduct of Barnett's Buddies should be raised directly with Kelly Barnett as soon as possible. We will acknowledge your concern promptly and work to resolve it. If you remain dissatisfied with the response, you may escalate the matter to the local authority licensing team.

Our Fees

Home Boarding Price Guide

Standard Rate

Our standard home boarding rate is from £35 per animal, per night. This is based on an average medium-sized dog with no additional care needs. Your dog stays in our home as part of the family - enjoying walks in the Forest of Dean, cosy evenings, and constant companionship.

Illustrative Costs by Species / Need

Costs vary depending on species, size, and individual care needs. The following are illustrative examples:

- Medium dog (no additional needs): £35 per night
- Large / giant breed dog: £40 per night
- Small dog (e.g. Chihuahua, toy breeds): £30 per night
- Puppy (under 12 months): £45 per night

Puppies require extra supervision, more frequent toilet breaks, shorter age-appropriate walks, and consistent enrichment and training. The higher rate reflects the additional time and hands-on care involved.

- Dog requiring medication administration: £40 per night
- Rabbit or guinea pig: £15 per night
- Bearded dragon or gecko: £15 per night
- Turtle or tortoise: £15 per night
- Cat (by arrangement): £28 per night
- Ferret: £15 per night

Final pricing is confirmed at consultation based on your pet's specific requirements.

Small Animals & Exotics

All small animals (rabbits, guinea pigs, reptiles, etc.) must arrive in a pet-safe carrier or enclosure that can be used for the duration of their stay. If home drop-ins would be preferred, please contact us for a tailored quote.

Boarding Capacity

We only board up to four dogs in our home at any one time, and all boarded dogs must be from the same household.

For example, we may board two guest dogs alongside our two resident dogs, or up to four boarded dogs from a single household while our resident dogs are away at their nanny biscuits house.

The Booking Process

How To Book With Us

Step-by-Step

1. Enquiry — Get in touch via phone, email, or social media to check availability.
2. Consultation — We'll have a chat about your pet's needs, routine, and temperament.
3. Trial Visit — A free meet-and-greet including a half-hour walk with Kelly and our resident dogs.
4. Paperwork — Complete our booking form, emergency contacts, and vet authorisation.
5. Payment — Pay in full to confirm your dates.
6. Drop-Off — Bring your pet with their belongings on the agreed date and time.
7. Updates — Receive regular photo and text updates throughout the stay.
8. Collection — Pick up your happy pet at the agreed time!

What To Bring

- Enough food for the duration of the stay (plus a little extra)
- Any medications with clear written instructions
- A familiar blanket, bed, or toy for comfort
- Lead, harness, and collar with ID tag
- Vaccination record (up to date)
- Completed booking form and signed owner declaration



Important Notes

- All dogs should have completed a successful trial visit before their first boarding stay.
- We reserve the right to refuse boarding if we feel it is not in the animal's best interest.
- Peak dates (school holidays, bank holidays) book up quickly — early booking is advised.

Meet & Greet Checklist

Pre-Boarding Assessment for Any Pet

This checklist will be completed during the initial meet-and-greet visit to gather all essential information before accepting any pet for home boarding.

Pet & Owner Details

Owner's full name, address, and contact numbers
Pet's name, species, breed, age, sex, and colour
Microchip number and ID tag details
Vaccination status and proof provided
Neutered/spayed status

Health & Medical

Current medications and administration instructions
Known allergies or sensitivities
Medical conditions or ongoing treatment
Vet name, address, and emergency contact number
Flea, tick, and worming treatment up to date

Behaviour & Temperament

Reaction to other animals (dogs, cats, small pets)
Reaction to strangers and children
Any known fears, triggers, or anxiety behaviours
History of aggression, biting, or escape attempts
Comfort with handling, grooming, and nail trimming

Diet & Routine

Food type, brand, and portion sizes
Feeding times and any dietary restrictions
Treats allowed (type and frequency)
Toileting routine and signals
Sleep arrangements and preferred bedding

Grooming & Health Regime

Dogs should have a grooming and health check regime agreed with the owner, such as wiping weepy eyes or avoiding long fur from matting. Attention must be paid to the dog's coat, teeth, ears and nails — and a check for parasites.

Exercise & Enrichment

Exercise requirements and preferred activities
Off-lead recall ability (if applicable)
Favourite toys or comfort items
Any restrictions on activity or movement

Emergency & Logistics

Emergency contact (not the owner)
Transport arrangements (drop-off/pick-up times)
Items to be provided by owner (food, bedding, carrier, etc.)
Consent forms signed (veterinary, liability, data protection)



Notes:

Cancellation Policy

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Booking Cancellations & Payment Terms

Payment Terms

All home boarding fees are payable in advance. A non-refundable deposit is required at the time of booking to secure your pet's place. The remaining balance must be paid before or on the first day of boarding.

Cancellation Notice

We request a minimum of one month's written notice for cancellation of any regular or recurring booking.

Permanent/Regular Bookings

If you hold a permanent boarding slot, payment is required whether the slot is used or not. You may cancel up to 12 booked days per calendar year without charge, provided at least one week's notice is given for each.

One-Off or Short-Term Bookings

A minimum of one week's notice is required. Cancellations with less than 7 days' notice will be charged at 50% of the booking fee. Cancellations with less than 48 hours' notice will be charged in full.

No-Shows

If your pet is not dropped off and no notice has been given, the full fee will be charged.

Late Collections

A late collection fee of £10 per 30 minutes will apply if your pet is not collected at the agreed time without prior arrangement.

How to Cancel

Please contact us by phone or email to cancel a booking. Cancellations must be confirmed in writing.



Price Increase Policy

How & When Prices May Change

Price Increase Policy

Barnett's Buddies is committed to providing exceptional home boarding care for all pets at fair and transparent prices. However, from time to time, it may be necessary to adjust our fees to reflect rising costs such as:

- Inflation and cost of living increases
- Energy, heating, and utility costs
- Food, bedding, and enrichment supplies
- Insurance and licensing fees
- Vehicle and transportation costs

We will always provide a minimum of 30 days' written notice before any price change takes effect. Price increases will be communicated clearly via email or message, and updated price lists will be made available.

Existing bookings already confirmed and paid for will not be affected by any increase — the new rate applies only to bookings made after the effective date.

We value your loyalty and will always strive to keep our prices competitive while maintaining the highest standard of care for your pets.

Acknowledgement

By continuing to use our home boarding services, you acknowledge and accept that prices may be subject to periodic review and adjustment with appropriate notice.

Payment Policy

Terms for Home Boarding Payments

1. Accepted Payment Methods

- Bank transfer (preferred)
- Cash (by prior arrangement only)
- PayPal
- Standing order (for regular boarding clients)

We do not accept cheques or cryptocurrency. All payments are in GBP (£).

2. Payment Due Dates

- One-off boarding stays: full payment due before or on the day of drop-off.
- Regular/recurring boarding: invoiced monthly, due within 7 days of issue.
- Extended stays (7+ days): 50% deposit at booking, balance due on drop-off day.

Receipts are provided for all payments. Late payment may result in service suspension.

3. Deposits & Advance Payments

- A 25% non-refundable deposit is required to secure all boarding bookings.
- New clients may be asked to pay in full in advance for their first stay.
- Deposits are deducted from the final balance.
- Peak-period bookings (school holidays, Christmas, bank holidays) require full payment at the time of booking.

4. Late Payments

- A £10 late fee applies to payments overdue by more than 3 days.
- After 7 days overdue, services may be suspended until the balance is cleared.
- Persistent non-payment may be referred to a debt recovery service.

5. Cancellations & Refunds

- 7+ days' notice: full refund (minus deposit).
- 3-6 days' notice: 50% refund.
- Less than 3 days' notice or no-show: no refund.
- Early collection: no refund for unused days.

Cancellations must be made in writing (text, email, or message).

Key Policies (Part 1)

Health, Safety & Welfare

Healthcare & Vaccination Policy

All dogs boarded with us must be up to date with:

- Primary vaccinations (Distemper, Parvovirus, Leptospirosis, Hepatitis)
- Kennel Cough (Bordetella) — required annually
- Flea and worm treatment — must be current

We require sight of your dog's vaccination card at the trial visit and before every stay.

Dogs without valid vaccinations cannot be accepted.

Medication Administration

We are happy to administer prescribed medication during your pet's stay. Owners must provide:

- Medication in its original packaging with the vet's label
- Clear written instructions (dose, frequency, method)
- A signed medication consent form

All medication is stored securely and logged each time it is given.

Illness & Injury

If your pet becomes unwell or is injured during their stay, we will:

1. Contact you immediately to discuss the situation.
2. Seek veterinary attention if required (using your registered vet where possible).
3. In an emergency, attend the nearest available vet without delay.

All veterinary costs incurred are the owner's responsibility. A signed vet authorisation form is required before boarding.

Safety in Our Care

Dogs in our care will wear a Samsung SmartTag and an ID tag with our contact details. This helps ensure that, in the unlikely event a dog becomes separated from us, they can be located quickly and anyone who finds them knows to contact us straight away.

Key Policies (Part 2)

Safety, Fire & Emergencies

Fire Safety

Our home is equipped with:

- Smoke detectors on every floor (tested weekly)
- Carbon monoxide detectors in key areas
- Fire extinguisher and fire blanket in the kitchen
- A written fire evacuation plan displayed in the hallway
- An Emergency Grab Folder containing hard copies of all current guest veterinary authorisation forms, emergency contacts, and medication records

In the event of a fire, all animals are evacuated first. Leads and carriers are kept by the front and back doors for rapid access. A fire drill is practised regularly. The designated assembly point is outside the front boundary of the property.

Emergency Procedures

In any emergency (fire, flood, escape, injury), our priorities are:

1. Ensure the immediate safety of all animals and people.
2. Contact emergency services if required.
3. Contact the pet owner as soon as it is safe to do so.
4. Document the incident fully using our Incident Report form.

Emergency contact numbers (vet, owner, backup contact) are displayed in the kitchen and saved on Kelly's phone.

Extreme Weather Policy

- Heat: Strict ban on routine walking/vigorous exercise when ambient temperatures exceed 20°C. Activities shift to early morning garden scent games, cooling mats, and indoor mental enrichment. General walks are moved to early morning or late evening above 25°C.
- Snow & Ice: Walks are shortened or replaced with indoor games to prevent paw damage from grit/salt and hypothermia.
- Storms: High-anxiety weather triggers immediate transition to indoor enrichment, calming background audio, and close monitoring.

The welfare of the animals always takes priority over routine.

Our Premises

The Boarding Environment

Our Home

Barnett's Buddies operates from our family home in the Forest of Dean. The property features:

- A secure, enclosed rear garden which is mostly grass with areas for shade
- Separate rest areas indoor for visiting dogs if needed
- A dedicated feeding station away from resident pets
- Secure storage for food, medication, and cleaning supplies
- Easy-clean flooring throughout ground floor areas
- Stair gates to manage access between zones can be used if needed



Room Dimensions

Ground Floor: Lounge (3.53m x 3.38m) — Used for relaxation, calm family interaction, close welfare monitoring, and supervised socialisation. | Kitchen/Diner (4.42m x 3.78m) — Dedicated area for safe food preparation, feeding routines, and closely supervised interactions. | Bathroom — Standard domestic hygiene facilities. | Hallway & Stairs — Controlled transition zones between living areas. | Secure Rear Garden — Fully enclosed boundary used strictly for supervised toileting, short fresh-air exercise sessions, and structured enrichment activities. Dogs are never left in the garden unattended.

First Floor: Bedroom 1 (3.66m x 2.64m) — Used for standard night-time sleeping arrangements and quiet rest. | Bedroom 2 (3.01m x 2.51m) — Serving as a quiet rest area and designated as the Temporary Isolation Area if an animal exhibits signs of infectious illness.

Total Accessible Indoor Floor Space: Lounge (11.93m²) + Kitchen/Diner (16.71m²) + Bedroom 1 (9.66m²) + Bedroom 2 (7.56m²) = **45.86m²**. This exceeds the DEFRA minimum requirement of 36m² for 6 dogs (6m² per dog). This figure does not include our secure rear garden.

Outdoor Space

The garden is checked daily for hazards (toxic plants, sharp objects, escape points). Dogs are never left unsupervised in the garden. We also have direct access to Forest of Dean walking trails for daily exercise.

Emergency Evacuation Plan

Fire, Emergency & Evacuation Procedures

Downstairs Evacuation (Primary)

If downstairs when an emergency occurs, there are two exit routes:

- Rear Exit: Through the kitchen into the secure rear garden.
- Front Exit: Out onto the street via the front door.

Leads and harnesses are stored centrally, accessible from both exits. In an emergency, leads are grabbed and all animals are evacuated to the designated assembly point outside the front boundary.

Assembly Point: Outside the front boundary of the property, away from the building.

Upstairs Evacuation

If upstairs and the stairway is blocked:

- Main Bedroom: Stay safe, remain in place. Call 999 immediately. Keep all animals contained in the room with the door closed. Wait for emergency services.
- Spare Bedroom: Exit onto the extension roof and remain in place until emergency services arrive.

In both scenarios, the priority is containment and calling for help. Do not attempt to pass through smoke or fire.

Evacuation Priorities

1. Secure all animals — leads/harnesses on immediately.
2. Evacuate all animals and people via the safest available exit.
3. Call 999 if not already done.
4. Do not re-enter the building for any reason.
5. Contact pet owners as soon as it is safe to do so.
6. Document the incident using the Incident Report form.

Emergency Equipment Locations

- Leads & harnesses: Stored centrally, accessible from both front and rear doors.
- Emergency Grab Folder: Hallway — contains veterinary authorisation forms, emergency contacts, and medication records.
- Fire extinguisher & fire blanket: Kitchen.
- Smoke detectors: Every floor (tested weekly).
- Carbon monoxide detectors: Key areas.

Behaviour Assessment Policy

Pre-Boarding Temperament & Compatibility Assessment

Purpose

Every dog must undergo a formal behaviour assessment before being accepted for boarding. This ensures the safety and welfare of all animals in our care, including our resident dogs Honey and Kodi.

Assessment Stages

1. Owner Questionnaire: Detailed history of the dog's behaviour around other dogs, people, children, cats, and in new environments. Any known triggers, fears, or reactivity.
2. Home Visit & Introduction: We visit the dog in their own environment to observe natural behaviour. Where possible, we introduce our resident dogs during this visit to gauge initial compatibility.
3. Assessment Walk (30 minutes, free of charge): Observing lead behaviour, recall, reactivity to other dogs/people/traffic, body language, and general temperament.
4. Overnight Trial Stay (if possible): Monitoring settling behaviour, sleep patterns, stress signals, toileting, appetite, and interaction with resident dogs.
5. Final Suitability Decision: Based on all stages above. We reserve the right to decline boarding if the dog would be stressed, unsafe, or incompatible with our household.

What We Assess

- Reactivity to other dogs (on-lead and off-lead)
- Resource guarding (food, toys, beds, people)
- Separation anxiety indicators
- Fear responses and known triggers
- Recall reliability and lead manners
- Body language and stress signals
- Compatibility with our resident dogs (Honey & Kodi)
- Suitability for group or solo boarding

Ongoing Monitoring

Behaviour is continuously monitored during every stay. If a dog's behaviour changes or deteriorates, we will contact the owner immediately. Boarding may be terminated early if welfare concerns arise for any animal in the household.

Room-by-Room Home Safety

Documented Premises Risk Assessment

Kitchen

- Cleaning products/chemicals: Stored in child-locked cupboard under the sink and under the stairs.
- Bin: Clip-closed, push-to-open design — not accessible to dogs.
- Sharp objects: All knives and sharp items stored safely in a drawer.
- Hob/Oven: Induction hob and oven both have a lock feature to prevent accidental activation.
- Toxic foods: All food items are stored out of sight and reach of animals.

Lounge / Living Areas

- Electrical cables: No cables visible in any rooms.
- Houseplants: Present but kept out of reach of pets — placed in high locations and moved to the bathroom during homestays.
- Small chokeable items: All kept out of reach.
- Fireplaces/radiators: Fireplace is not in use; no radiators are exposed.

Hallways & Stairs

- Stair gates: Not permanently affixed but can be installed at the top and bottom of stairs if required for a specific pet. Pets are not left unsupervised.
- Exits: External doors are locked when we are home; internal doors can be kept closed to manage zones.
- Shoes/coats/bags: All stored out of reach of dogs.

Bedrooms

- Medications: Kept in a specific box in the bathroom, out of reach of pets.
- Items at dog level: Nothing that could be chewed or swallowed — only dog beds.

Garden / Outdoor Space

- Fencing: Garden is enclosed on all sides using a combination of stone walls and fencing. Height of enclosure is 4ft. Dogs are never left unsupervised.
- Gaps/weak points/dig-out risks: None identified in over 10 years of use by our resident dogs.
- Toxic plants: Some toxic plants are present in the garden. Dogs are continuously monitored. Owners are asked during the pre-boarding risk assessment whether their pet is known to chew or eat plants.
- Pond/water features: None on the property.
- Garden chemicals: Slug pellets, fertiliser, and similar products are not kept on our property.
- Gates: Lockable and kept locked at all times.

General Safety Controls

- Door-dashing prevention: Pets are secured in the kitchen with the kitchen door closed before opening the front door.
- Dog gates: Not permanently affixed but available for top and bottom of stairs if required for a specific pet.
- Supervision: Dogs are never left unsupervised in any area of the home or garden.

Isolation Protocol

Symptomatic & Contagious Animal Procedures

Purpose

This protocol outlines the steps taken if a boarded dog displays symptoms of contagious illness (diarrhoea, vomiting, coughing, discharge, or suspected infectious disease). The priority is to protect the welfare of all animals in the household.

Isolation Locations

- Primary isolation area: Kitchen — door closed, separate from all other animals.
- Secondary isolation area: Spare bedroom — used if the kitchen is not suitable or a calmer environment is needed.

The symptomatic dog will be kept completely separate from all other animals until collected or veterinary advice confirms it is safe to reintegrate.

Resident Dog Evacuation

If isolation is required, our resident dogs (Honey & Kodi) will be evacuated to a pre-arranged family member who is already aware of this contingency plan. This ensures complete separation and reduces cross-contamination risk.

Immediate Actions

1. Isolate the symptomatic dog immediately in the designated area.
2. Contact the owner to inform them of the situation and symptoms observed.
3. Follow the Emergency Veterinary Protocol — contact the registered vet or emergency vet if out of hours.
4. Monitor the dog closely, recording symptoms, frequency, and severity.
5. Evacuate resident dogs to the family member if cross-contamination is a concern.
6. Deep clean all areas the symptomatic dog has accessed.
7. Document the incident fully using the Incident Report form.

Return to Normal

The isolation area will be thoroughly disinfected before being returned to normal use. Resident dogs will only return home once the area has been cleaned and veterinary advice confirms no ongoing risk. Future bookings may be paused until the environment is confirmed safe.

Capacity & Admissions

Managing Numbers & Introductions

Licensed Capacity

We will have no more than four dogs in our home at any one time. This limit is a deliberate decision to ensure the safety and comfort of both the animals in our care and our own resident dogs, Honey and Kodi.

Boarded pets will only be accepted from a single household at a time. This reduces the risk of conflict between dogs who have not previously met, and allows us to manage introductions carefully in a calm, controlled environment.

Four dogs at any one time means either up to two guest dogs from one household alongside our resident dogs, Honey and Kodi, or up to four dogs from one household while Honey and Kodi have a sleepover at Nanny Biscuits house.

Dynamic Capacity Reduction

Capacity will be actively reduced below four if dictated by pet compatibility, challenging behaviour, extreme weather conditions, or individual welfare concerns.

Admissions & Trial Policy

No animal will be accepted for formal boarding without completing our suitability assessment:

1. Owner Consultation & Documentation: Reviewing history, diet, and medical records. We will confirm and agree your dog's grooming and health-related needs with you, including coat care, eye wiping, ear cleaning, nail care, and any parasite checks or other routine health requirements.
2. Home Visit & Introduction: We visit the pet in their own environment to meet them or you can visit us to see where they will be staying. Where applicable, we introduce our resident dogs during this visit.
3. Assessment Walk: A free 30-minute walk to assess the dog's temperament, recall, lead behaviour, and general demeanour.
4. Vaccination & Parasite Status Audit: Checking physical records for Core Vaccinations and Kennel Cough.
5. Overnight Trial Stay: A trial overnight stay to ensure the animal can settle calmly in our home if needed.

A final Boarding Suitability decision is made following completion of all stages. We reserve the right to decline boarding if we feel the animal would be stressed, unsafe, or incompatible with our household.

Dogs We Cannot Accept

- Dogs with a history of aggression towards other animals or people.
- Unneutered males (unless by prior arrangement and assessment).
- Dogs without up-to-date vaccinations.
- Dogs with contagious illnesses or untreated parasites.
- Bitches in season.

Hygiene & Cleaning

Infection Control & Cleanliness Standards

Our Approach

Maintaining a clean and hygienic environment is essential to preventing the spread of disease and ensuring the comfort of all animals in our care. As a home boarding establishment, our cleaning routines are integrated into daily life and follow DEFRA-approved protocols appropriate to the species we board.

Daily Cleaning Routines

- All feeding bowls washed after every use with hot soapy water
- Water bowls refreshed multiple times daily
- Sleeping areas checked and spot-cleaned as needed
- Floors mopped with pet-safe, DEFRA-approved disinfectant
- Toileting accidents cleaned immediately with enzymatic cleaner
- Soft furnishings and bedding laundered regularly at 60°C+
- Garden checked and cleared of waste before and after each use

Between-Guest Deep Clean

Between each boarding guest, we carry out a thorough clean of all areas the animal has used:

- All bedding replaced or laundered at high temperature
- Hard surfaces disinfected with veterinary-grade products
- Soft furnishings steam-cleaned or washed as appropriate
- Crates, carriers, and enclosures fully sanitised
- Any toys or enrichment items cleaned or replaced

Products & Safety

- All cleaning products are pet-safe and non-toxic once dry
- We use DEFRA-approved disinfectants effective against common pathogens (parvovirus, kennel cough, ringworm)
- Cleaning supplies are stored securely out of reach of all animals
- Separate cloths and mops are used for different areas to prevent cross-contamination

Infection Control

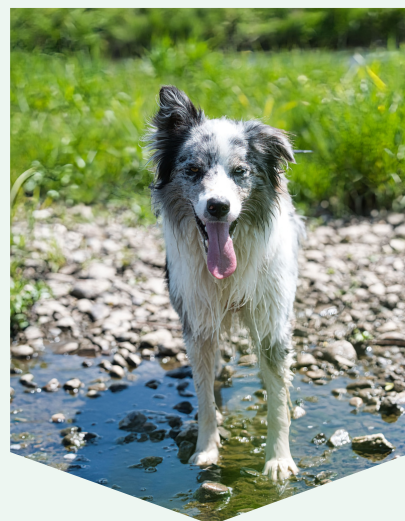
If a boarded animal shows signs of illness, the affected area is immediately isolated and deep-cleaned. The animal is moved to our designated Temporary Isolation Area (Bedroom 2) and the owner is contacted. No new animals are admitted to the affected space until a full disinfection cycle is complete and a suitable quarantine period has passed.

Daily Routines & SOPs

How We Run Each Day

Typical Daily Schedule

- 07:00 AM — Morning toilet break and garden time
- 07:30 AM — Breakfast (fed separately to prevent guarding)
- 09:00 AM — Main walk (Forest of Dean, 1–1.5 hours)
- 11:00 AM — Rest and quiet time
- 12:30 PM — Lunchtime toilet break and garden play
- 02:00 PM — Enrichment, training games, or second short walk
- 05:00 PM — Evening meal
- 06:00 PM — Evening walk or garden time
- 08:00 PM — Settle down, cuddles, and quiet evening
- 10:00 PM — Final toilet break before bed



Feeding Protocol

- Dogs are fed their own food brought from home, at their usual times.
- All dogs are fed separately to avoid resource guarding or food theft.
- Fresh water is available at all times in multiple locations.
- Any dietary requirements or allergies are noted on the booking form and followed strictly.

Standard Operating Procedures (SOPs)

Our day-to-day processes are governed by Standard Operating Procedures:

SOP 1: Arrival Health Check | SOP 2: Managed Introductions to Resident Dogs | SOP 3: Feeding Protocols (strict separation) | SOP 4: Continuous Water Provision | SOP 5: Medication Administration | SOP 6: Daily Welfare Monitoring & Physiological Tracking | SOP 7: Exercise & Enrichment Delivery | SOP 8: Cleaning & Hygiene (DEFRA-approved) | SOP 9: Disease Control | SOP 10: Isolation Procedures | SOP 11: Emergency Veterinary Protocols | SOP 12: Missing Pet Protocol | SOP 13: Home Fire Evacuation | SOP 14: Secure Transport | SOP 15: Formal Incident Reporting

Incident Reports & Daily Logs

We maintain a daily log for each boarding guest, recording their mood, behaviour, appetite, and any notable observations. In the event of an incident (injury, escape attempt, behavioural concern, or property damage), a formal Incident Report will be completed and shared with the owner. These records support transparency and help us continuously improve the care we provide.

Standard Operating Procedures

SOPs 1–3: Arrival, Introductions & Feeding

SOP 1: Arrival Health Check

On arrival, every pet receives a full visual and physical welfare check before being admitted:

- Check eyes, ears, nose, and mouth for discharge or abnormalities
- Inspect coat and skin for parasites, sores, or irritation
- Assess body condition and weight (visual check)
- Note any limping, stiffness, or signs of pain
- Confirm vaccination status matches records provided
- Record general demeanour (anxious, relaxed, excitable)
- Photograph any pre-existing injuries or conditions
- Log all findings in the guest's Daily Care Record

If concerns are identified, the owner is contacted immediately before the stay proceeds.

SOP 2: Managed Introductions to Resident Dogs

All new arrivals are introduced to resident dogs (Honey & Kodi) using a structured, gradual process:

1. Initial scent introduction — guest's blanket offered to residents before arrival
2. Visual introduction through a baby gate or barrier (no direct contact)
3. Parallel walking in the garden on-lead with calm, positive reinforcement
4. Supervised off-lead interaction in a neutral space (garden)
5. Gradual increase in shared time based on body language assessment

If any dog shows signs of stress, fear, or aggression, the introduction is paused and the dogs are separated. Forced interactions never occur.

SOP 3: Feeding Protocols (Strict Separation)

- Each dog is fed in a separate room or behind a closed door
- Own food from home is used at their usual feeding times
- Bowls are removed after 15 minutes regardless of whether food is finished
- No treats are shared between dogs without owner permission
- Food intake is recorded in the Daily Care Record
- Any refusal to eat for more than 24 hours triggers owner contact
- Allergies and dietary requirements are highlighted on the booking form and kitchen noticeboard

Standard Operating Procedures

SOPs 4–6: Water, Medication & Monitoring

SOP 4: Continuous Water Provision

- Fresh, clean water is available at all times in multiple locations throughout the home
- Water bowls are checked and refreshed at least four times daily
- Bowls are washed daily with hot soapy water and replaced if cracked or worn
- Outdoor water is provided during garden time and on walks (portable bowl carried)
- Water intake is monitored — significant increases or decreases are noted and reported
- In hot weather, additional water stations are set up and ice cubes offered as enrichment

SOP 5: Medication Administration

- All medication details are recorded on the booking form (type, dose, frequency, method)
- Medications are stored securely in a locked cabinet, separated by pet
- Administration times are logged in the Daily Care Record with confirmation of delivery
- Tablets may be given in food, pill pockets, or directly as instructed by the owner
- Liquid medications are measured precisely using the provided syringe or dropper
- If a dose is missed or refused, the owner is contacted immediately for guidance
- Controlled drugs are not accepted — owners must make alternative arrangements
- Emergency medication (e.g., EpiPen, seizure rescue) is kept accessible with clear written instructions

SOP 6: Daily Welfare Monitoring & Physiological Tracking

Every boarding guest is assessed multiple times daily. The following are recorded in the Daily Care Record:

- Appetite and water intake
- Toileting (frequency, consistency, any abnormalities)
- Energy levels and general demeanour
- Interaction with other animals and people
- Sleep quality and settling behaviour
- Any signs of stress, anxiety, or discomfort (pacing, excessive panting, hiding)
- Physical observations (limping, scratching, discharge, swelling)

Any concerns trigger immediate action under the relevant SOP (veterinary, isolation, or owner contact).

Standard Operating Procedures

SOPs 7–9: Exercise, Cleaning & Disease Control

SOP 7: Exercise & Enrichment Delivery

All dogs receive a minimum of two walks per day, tailored to their age, breed, and fitness level:

- Morning walk: 1–1.5 hours in the Forest of Dean (on-lead unless off-lead consent signed)
- Afternoon walk or garden session: 30–45 minutes
- Additional toilet breaks in the secure garden throughout the day
- Enrichment activities provided between walks (puzzle feeders, snuffle mats, scent work)
- Senior or less mobile dogs receive shorter, gentler walks with more rest periods
- Walks are cancelled or shortened in extreme weather (see Weather Policy)
- All walks are risk-assessed for terrain, traffic, livestock, and other dogs
- A GPS tracker or AirTag is used where provided by the owner

See also: Welfare, Enrichment & Risk (page 25) for the overarching policy.

SOP 8: Cleaning & Hygiene (DEFRA-Approved)

- All areas used by boarding guests are cleaned daily with DEFRA-approved disinfectant
- Feeding bowls washed after every use; water bowls refreshed minimum four times daily
- Bedding laundered at 60°C+ between guests and as needed during stays
- Deep clean of all contact surfaces between each boarding guest
- Separate cleaning equipment for isolation area vs general living spaces
- Enzymatic cleaners used for all organic waste (urine, vomit, faeces)
- Cleaning products stored securely out of reach of all animals
- Full cleaning schedule documented and available for inspection

SOP 9: Disease Control

- All boarding guests must have up-to-date vaccinations (verified at booking)
- Flea and worming treatments must be current (evidence required)
- Any signs of infectious disease trigger immediate isolation (SOP 10)
- Affected areas are deep-cleaned and quarantined until safe
- Other guests are monitored closely for 72 hours following exposure
- The owner and registered vet are contacted immediately
- No new admissions to affected spaces until quarantine period complete

Standard Operating Procedures

SOPs 10–12: Isolation, Emergency Vet & Missing Pet

SOP 10: Isolation Procedures

If a boarding guest shows signs of contagious illness, the following isolation protocol is activated:

- The animal is immediately moved to the Isolation Area (Bedroom 2)
- Separate bedding, bowls, and cleaning equipment are deployed
- The isolation area has its own ventilation and is physically separated from communal spaces
- Kelly is the sole handler — hands are washed and clothing changed between isolation and general areas
- The owner and registered vet are contacted immediately
- A symptom log is maintained with observations every 2 hours during waking hours
- No other animals are permitted in or near the isolation zone
- The area is deep-cleaned with DEFRA-approved disinfectant after the animal leaves
- A minimum 48-hour quarantine applies before the space is reused

SOP 11: Emergency Veterinary Protocols

In the event of a medical emergency:

1. Immediate first aid is administered where safe and appropriate
2. The owner is contacted without delay
3. If the owner cannot be reached within 10 minutes, the registered emergency vet is contacted
4. The animal is transported to the vet using the secure vehicle (see SOP 14)
5. All treatment decisions follow the signed Veterinary Release Consent
6. A full written incident report is completed within 24 hours
7. All costs are the owner's responsibility as per the signed agreement

Emergency vet details and owner contact numbers are displayed in the kitchen and saved on Kelly's phone.

See also: Welfare, Enrichment & Risk (page 27) for the overarching policy.

SOP 12: Missing Pet Protocol

If a pet goes missing from the premises or during a walk:

1. Immediate search of the local area (15-minute radius)
2. Use the Samsung SmartFind app to locate the pet via the Samsung SmartTag fitted on arrival
3. Owner contacted immediately
4. Local dog warden and council notified
5. Social media alert posted (with owner's permission)
6. Microchip company contacted to flag the pet as missing
7. Neighbouring properties and dog walkers alerted
8. Search continues until the animal is found or professional search services are engaged
9. A full incident report is completed regardless of outcome

Standard Operating Procedures

SOPs 13–14: Fire Evacuation & Transport

SOP 13: Home Fire Evacuation

In the event of a fire or smoke alarm activation:

1. Secure all animals immediately — leads are kept by the front and back doors
2. Evacuate all animals and people via the nearest safe exit
3. Assembly point: front garden gate (away from the building)
4. Call 999 immediately
5. Do NOT re-enter the building for any reason
6. Account for all animals using the current guest list (kept on phone and printed by the door)
7. Contact owners as soon as all animals are safe
8. If an animal cannot be safely retrieved, inform the fire service of their location

Prevention Measures:

- Smoke alarms tested weekly and batteries replaced annually
- Fire extinguisher and fire blanket maintained in the kitchen
- Escape routes kept clear at all times
- Candles, open flames, and portable heaters are never used in animal areas
- Electrical appliances switched off when not in use
- Fire evacuation plan displayed in the hallway

SOP 14: Secure Transport

When transporting animals (e.g., to the vet or for collection/drop-off):

- Animals are secured in an appropriate crate, carrier, or with a car harness
- The vehicle is temperature-controlled and well-ventilated
- Animals are never left unattended in the vehicle
- Water is available for journeys over 15 minutes
- Transport consent must be signed by the owner before any journey
- Kelly holds a valid driving licence and appropriate vehicle insurance
- A first aid kit is carried in the vehicle at all times

See also: Transport Policy (page 28) for full details.

Standard Operating Procedures

SOP 15: Formal Incident Reporting

SOP 15: Formal Incident Reporting

Any incident involving injury, illness, escape, aggression, property damage, or near-miss is formally recorded:

- An Incident Report Form is completed within 24 hours of the event
- The report includes: date, time, location, animals involved, description of events, actions taken, and outcome
- The owner is informed verbally at the time and receives a written copy of the report
- Photographs are taken where appropriate (injuries, damage, scene)
- If veterinary treatment was required, vet notes are attached to the report
- All incident reports are stored securely for a minimum of 3 years
- Patterns or repeat incidents trigger a review of the relevant SOP and risk assessment
- Serious incidents (death, significant injury, escape) are reported to the local authority licensing team within 24 hours
- Kelly reviews all incidents monthly to identify trends and implement preventative measures

Reportable Incidents Include:

- Any injury to an animal (however minor)
- Escape or attempted escape from the premises or during a walk
- Aggression between animals resulting in contact
- Medication errors (missed dose, wrong dose, wrong animal)
- Property damage caused by a boarding guest
- Any situation requiring emergency veterinary attention
- Complaints from neighbours or members of the public
- Near-misses that could have resulted in harm



Welfare, Enrichment & Risk

Animal Welfare & Operational Safeguards

Animal Welfare & Enrichment Policy

Confinement is minimised at all times. Mental stimulation is delivered through a variety of enrichment methods including:

- Forest walks with natural scent trails and tracking opportunities
- Snuffle mats and scatter feeding for nose work
- Puzzle feeders and interactive toys
- Lick mats with appropriate fillings
- Positive reinforcement training games
- Scent work and search activities

Pets are free to retreat to quiet designated zones whenever they choose. Rest is never forced but always available.

Disease Prevention & Isolation Protocol

If a pet exhibits clear signs of infectious disease (e.g., persistent vomiting, acute diarrhoea, sudden coughing):

1. The pet is immediately moved to the Isolation Area (Bedroom 2).
2. Separate bowls, bedding, and cleaning supplies are deployed.
3. The Emergency Veterinary Procedure is immediately activated.
4. The owner is contacted as soon as practicable.
5. All other guest pets are monitored closely for symptoms.

The isolation area is deep-cleaned with DEFRA-approved disinfectant following use.

See SOPs 7, 9 & 10 (pages 22-23) for step-by-step procedures.

Risk Assessment & Welfare Override

Continuous dynamic risk assessments are applied covering: escape attempts, resource guarding, inter-dog aggression, fire safety, medication administration errors, and extreme weather.

The Welfare Override Principle: Where welfare and commercial interests conflict, welfare always wins. No booking, schedule, or financial consideration will ever override an animal's physical or emotional needs.

Transport Policy

Pet Transportation During Boarding

1. Purpose of Transportation

During your pet's boarding stay, Barnett's Buddies may need to transport your pet for the following reasons:

- Walks and exercise at local trails or parks
- Emergency or routine veterinary visits
- Collection or return to your home

2. Safety Measures

- All pets are transported in crash-tested travel harnesses or secure, appropriately sized crates.
- Vehicles are well-ventilated with continuous digital temperature monitoring.
- Pets are never left unattended in a vehicle.
- Harnesses, leads, or carriers are used as appropriate for the species.
- The vehicle is regularly cleaned and maintained.
- Emergency Kit: Every vehicle carries a Canine First Aid Kit, spare slip leads, high-absorbency towels, fresh water, and biosecurity cleaning supplies. This kit stays within the active boarding area when the vehicle is stationary.

3. Owner Responsibilities

- Ensure your pet is ready for collection at the agreed time.
- Disclose any travel anxiety, motion sickness, or behavioural issues.
- Confirm vaccinations and parasite treatments are up to date.
- Provide a suitable carrier if required for your pet's species.

4. Risk Acknowledgement

By commencing services with Barnett's Buddies, the owner acknowledges that while every precaution is taken, transportation carries inherent risks. The owner authorises Barnett's Buddies to transport their pet as described above and accepts responsibility for any veterinary costs arising from a transport-related emergency.

This includes consent for emergency veterinary transport if the pet requires urgent care and the owner cannot be reached.

See SOP 14: Secure Transport (page 25) for the step-by-step procedure.

Weather Policy

Keeping Pets Safe in All Conditions

Heat

During your dog's stay, we will not walk in temperatures exceeding 20°C (68°F) due to the risk of heat stress and heatstroke.

- Walks are scheduled during the coolest parts of the day (early morning or late evening).
- If it remains too hot, walks are replaced with supervised garden time for toilet breaks.
- Dogs always have access to shade, fresh water, and cool resting areas indoors.
- Cooling mats and paddling pools are available during hot spells.

We will never compromise your dog's safety for the sake of routine.

Snow & Ice

In icy or snowy conditions, walks may be shortened or routes adjusted to avoid hazardous surfaces.

- Paths are checked for ice before setting out.
- If conditions are unsafe, garden time replaces the walk.
- Paws are checked and dried after every outing to prevent ice-ball build-up and salt irritation.
- Indoor enrichment and play keep dogs stimulated if outdoor time is limited.

Storms

During high winds, thunder, or heavy rain, some dogs become anxious or reluctant to go outside.

- Dogs are encouraged to toilet briefly in the garden, then brought back indoors.
- We provide a calm, secure environment with background noise to mask thunder.
- Enrichment activities, puzzle feeders, and comfort items are used to reduce stress.
- Owners are informed if their dog appears particularly distressed.

The welfare of your dog always takes priority over routine. We will communicate any weather-related changes to you promptly.

Pet Health & Vaccination

Health Requirements for All Boarding Guests

1. Vaccination Requirements

All pets must have up-to-date vaccinations appropriate to their species before boarding. For dogs, this includes Distemper, Parvovirus, Hepatitis, Leptospirosis, and Kennel Cough. For cats: FVRCP and Rabies (if applicable). Exotic pets must have any species-relevant vaccinations as advised by your vet. Proof of vaccination must be provided at booking.

2. Parasite Prevention

All pets must be on a regular flea, tick, and worming prevention programme appropriate to their species. Pets found to have fleas or ticks on arrival may be refused boarding or treated at the owner's expense.

3. Illness & Contagious Conditions

Pets showing signs of illness (vomiting, diarrhoea, coughing, discharge, lethargy, or skin conditions) cannot be accepted for boarding. If symptoms develop during a stay, the owner will be contacted and collection may be required. Contagious conditions must be fully resolved before rebooking.

4. Pets in Season/Heat

Female pets in heat/season cannot be accepted for boarding where other animals are present. Please notify us if your pet comes into season before their stay so we can discuss options.

5. Pre-Existing Conditions & Senior Pets

Any injuries, ongoing medical conditions, or medications must be disclosed at booking. Senior pets (species-dependent) may require a vet fitness note. We will accommodate special needs wherever possible but reserve the right to decline if we cannot safely meet the pet's requirements.

6. Veterinary Contact & Emergency Authorisation

Owners must provide their vet's contact details at booking. In an emergency, Barnett's Buddies is authorised to seek veterinary care on your behalf (see Veterinary Release, S14). All costs are the owner's responsibility.

7. Grooming & Health Regime

We will confirm and agree any grooming and health-related needs with the owner, including coat care, eye wiping, ear cleaning, nail care, and any parasite checks or other routine health requirements.

Veterinary Policy

Emergency Veterinary Care Authorisation

By commencing services with Barnett's Buddies, the pet owner agrees to the following:

1. The owner authorises Barnett's Buddies to obtain emergency veterinary treatment for their dog in the event of accident, injury, or illness during their home boarding stay.
2. If the owner's preferred veterinary practice is unavailable, Barnett's Buddies may use an alternative veterinary practice to ensure timely treatment.
3. The owner authorises the transportation of their dog to a veterinary practice for treatment, or for on-site veterinary care to be administered at the boarding premises.
4. The owner accepts full financial responsibility for all veterinary costs incurred and agrees to reimburse Barnett's Buddies within 14 days of receiving an itemised invoice.
5. The owner releases Barnett's Buddies from liability for any injury, loss, or costs arising from veterinary treatment or transportation undertaken in good faith for the welfare of their dog.

Barnett's Buddies will always attempt to contact the owner before seeking treatment. Emergency action will only be taken without prior consent if a delay would risk the dog's health or life.



Group Walk Policy

Safe Group Exercise for All Boarding Guests

1. Introduction

At Barnett's Buddies, the safety and wellbeing of every pet in our care is our top priority. This policy outlines how we manage group walks and exercise sessions for pets staying with us during home boarding.

2. Group Size Limits

- No more than four (4) pets will be walked or exercised together at any time.
- This limit is in line with our insurance requirements and local authority guidance.
- Group composition is assessed based on temperament, size, species, and compatibility.

3. Why We Limit Group Size

- Reduces risk of injury, intimidation, or stress between pets
- Prevents bullying, fear, or resource guarding during walks
- Ensures better control in case of an emergency or altercation
- Allows individual attention and monitoring of each pet
- Minimises disease transmission risk between boarding guests

4. Species-Specific Considerations

- Dogs: Walked in compatible groups based on size, energy level, and temperament.
- Cats: Not included in group walks; provided individual supervised garden time if appropriate.
- Small animals & exotics: Exercised individually in secure, species-appropriate environments.
- Pets of different species are never exercised together unsupervised.

5. Right to Refuse

Barnett's Buddies reserves the right to exclude any pet from group exercise if they display aggression, excessive fear, or behaviour that puts themselves or others at risk. In such cases, the pet will be exercised individually and the owner informed.



Off-Lead Policy

Free-Roaming & Off-Lead Exercise During Boarding

Introduction

During their boarding stay, some pets may be given off-lead exercise or free-roaming time in secure environments. This policy outlines the conditions under which off-lead exercise is permitted.

Consent & Conditions

By commencing services with Barnett's Buddies, the owner confirms that:

1. Their pet has reliable recall (dogs) or is suitable for supervised free-roaming.
2. They accept responsibility for any incidents involving their pet while off-lead.
3. They will cover any veterinary or third-party costs arising from an off-lead incident.
4. Barnett's Buddies may decide at any time that the pet is unsuitable for off-lead exercise and will keep them on-lead or contained instead.
5. Their pet has shown no signs of aggression towards people or other animals.
6. Off-lead exercise takes place only in secure, assessed environments appropriate to the species.

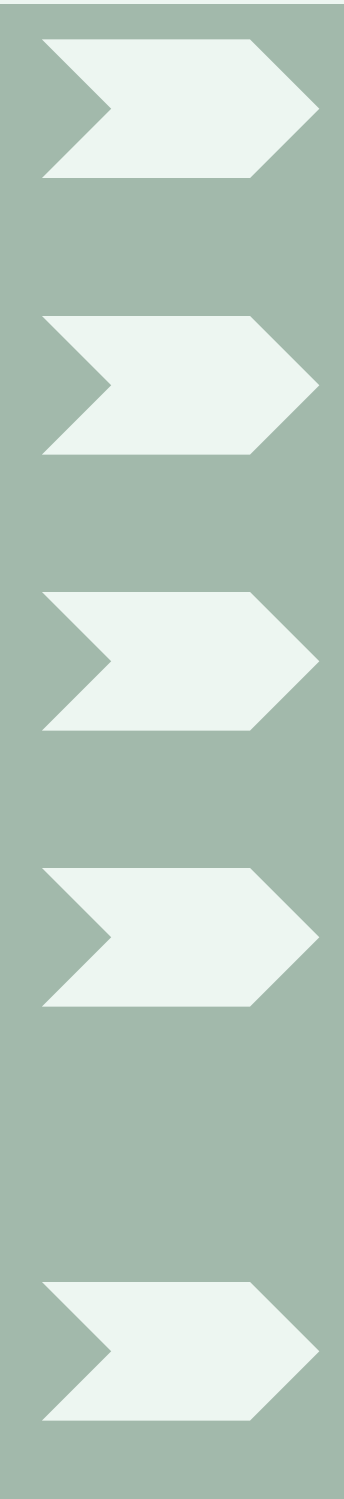
Species-Specific Notes

- Dogs: Off-lead in secure fields, gardens, or assessed woodland areas.
- Cats: Free-roaming within the boarding room only (no outdoor access unless agreed).
- Small animals/exotics: Supervised free-roaming in pet-proofed, enclosed spaces only.



Damage Policy

Damage to Clothing, Equipment & Property



Responsibility for Damages

Pet owners may be held liable for the cost of repairing or replacing clothing, equipment, or property damaged by their pet during a home boarding stay. This applies to damage caused by any species — including chewing, scratching, soiling, or escape-related damage.

Assessment of Damage

Barnett's Buddies will notify the owner as soon as damage is discovered. Photographic evidence will be taken and shared. We distinguish between normal wear and tear (e.g. minor fur on soft furnishings) and significant damage requiring repair or replacement.

Owner's Liability

Where damage is deemed beyond normal wear, the owner will be invoiced for the fair replacement or repair cost. Payment is due within 14 days. Disputes will be resolved through open discussion, with photographic evidence provided.

Prevention Measures

Owners are encouraged to:

- Disclose any known destructive behaviours before the stay.
- Provide appropriate enrichment items (chew toys, scratching posts, etc.).
- Supply secure enclosures or carriers where appropriate for the species.
- Inform us of any triggers that may cause stress-related damage.

Communication

We believe in open, honest communication. If damage occurs, we will discuss it promptly and fairly. Our aim is always to resolve matters amicably while ensuring our home remains safe and welcoming for all pets.

Animals in Season

Policy for Pets in Heat or Breeding Condition

This policy applies to any pet (of any species) that is in heat, in season, or in breeding condition during their home boarding stay.

1. Notification Requirement

You must inform Barnett's Buddies immediately if your pet comes into season before or during a boarding stay. Failure to notify us may result in service suspension and additional charges.

2. Separation from Other Animals

Pets in season will be kept separate from all other boarding animals at all times to prevent unwanted mating, stress, or behavioural disruption. Group walks, socialisation, and shared exercise will be suspended for the duration.

3. Adjusted Care Arrangements

We will provide individual exercise, enrichment, and toileting arrangements. For dogs, walks will be conducted at off-peak times in secure, low-traffic areas. For other species, enclosure arrangements will be adjusted as appropriate.

4. Hygiene & Supplies

Owners must provide any hygiene supplies required (e.g. protective pants, absorbent bedding, scent-neutralising products). Additional cleaning fees may apply if extra sanitation is needed.

5. Behavioural & Medical Considerations

Pets in season may display changes in behaviour, appetite, or temperament. We will monitor closely and contact you if concerns arise. We are not liable for hormonal behavioural changes.

6. Liability & Right to Refuse Service

Barnett's Buddies reserves the right to refuse or suspend boarding for any pet in season if we believe it poses a risk to the welfare of other animals in our care. The owner accepts full responsibility for any incidents arising from undisclosed breeding condition.



Aggressive or Reactive Behaviour Policy

Managing Behaviour in Home Boarding

1. Behaviour Disclosure Requirement

Owners must disclose any known behavioural issues (aggression, reactivity, fear, resource guarding, excessive vocalisation) at the time of booking. Examples include lunging, snapping, biting, growling, or destructive behaviour. Failure to disclose may result in immediate termination of service. A behavioural consultation or trainer report may be required before care can continue.

2. Definitions of Unacceptable Behaviour

The following behaviours are considered unsafe in a home boarding environment:

- Growling, lunging, or biting directed at people or other animals
- Uncontrollable reactivity or severe distress
- Destructive behaviour causing damage to property
- Dominance or bullying behaviour towards other boarded animals
- Any behaviour posing a risk of harm to people, animals, or staff

3. Safety Measures & Management

For animals with mild behavioural challenges, we may implement:

- Separate housing or supervised solo time
- Use of secure harnesses, leads, or muzzles (dogs)
- Quiet areas away from other boarded animals
- Shorter interaction periods with gradual introductions

We never use punishment-based methods. Care may be paused if safety is compromised.

4. Behaviour Changes During Care

If new or worsening behaviours appear during boarding, we will:

- Document and report the incident to the owner immediately
- Adjust care arrangements to ensure safety
- Recommend veterinary or behavioural input if needed

Sudden aggression may result in temporary or permanent suspension of service.

5. Liability & Refusal of Service

Barnett's Buddies operates a zero-tolerance policy for undisclosed aggression. We reserve the right to refuse or terminate service for any animal deemed unsafe. Owners are fully liable for any injury or damage caused by their animal. No refunds will be issued for cancellations due to behavioural issues. Repeated incidents or dishonesty will result in permanent removal from our client list.

6. Agreement & Responsibility

By commencing services with Barnett's Buddies, the owner confirms they have fully disclosed their animal's behavioural history, understand the safety policies above, accept that services may be adjusted or refused, and take full responsibility for their animal's behaviour.

Terms & Conditions

Home Boarding Service Agreement

By booking home boarding services with Barnett's Buddies, you agree to the following terms:

1. **Access & Keys** — You must provide keys, access codes, or entry instructions for your property if required for pet collection or home visits.
2. **Emergency Veterinary Care** — You authorise Barnett's Buddies to seek emergency veterinary treatment if you cannot be reached. All costs are your responsibility.
3. **Additional Expenses** — Any extra costs incurred for your pet's welfare (e.g. emergency supplies, cleaning) will be invoiced to you.
4. **Liability & Indemnity** — You accept financial responsibility for any damage caused by your pet to persons, property, or other animals during their stay.
5. **Concerns & Complaints** — Any concerns must be raised within 24 hours of the incident. We are committed to resolving issues promptly.
6. **Standard of Care** — We provide professional, attentive care. However, we cannot be held liable for pre-existing conditions, behavioural issues not disclosed, or events beyond our control.
7. **Cancellations** — Please refer to our Cancellation Policy (S31) for notice periods and charges.
8. **Health & Behaviour** — All pets must be up to date on vaccinations, parasite treatments, and free from contagious illness. You must disclose any behavioural concerns.
9. **Insurance** — Barnett's Buddies holds appropriate business insurance. However, this does not cover pre-existing conditions or undisclosed risks.
10. **Equipment** — You must provide any specialist equipment your pet requires (carriers, harnesses, medication, dietary food).
11. **Updates & Communication** — We will provide regular updates during your pet's stay. Please ensure your contact details are current.
12. **Document Status** — This policy pack is available on our website for review. By commencing services with Barnett's Buddies, you confirm that you have read, understood, and agree to all terms and conditions contained within this document.

Liability Waiver

Terms & Conditions for Home Boarding Services

1. Assumption of Risk

The owner acknowledges that home boarding involves inherent risks including, but not limited to, injury, illness, escape, or interaction with other animals. While Barnett's Buddies takes every reasonable precaution, these risks cannot be entirely eliminated.

2. Owner Responsibility

- Pets must be healthy, vaccinated, and parasite-free at the time of boarding.
- Owners must disclose any behavioural issues, medical conditions, or special needs.
- Owners must provide accurate emergency contact and veterinary details.
- Any known aggression towards people or animals must be declared in advance.

3. Injury or Illness During Boarding

- Barnett's Buddies will make every effort to contact the owner immediately.
- If the owner cannot be reached, emergency veterinary treatment will be sought.
- The owner is responsible for all veterinary costs incurred during the boarding period.
- The Veterinary Release terms outlined in this policy pack apply to all boarding stays.

4. Property Damage or Personal Injury

The owner accepts financial responsibility for any damage caused by their pet to property, other animals, or persons during the boarding period. This includes damage to the boarding premises, equipment, or third-party property.

5. Release of Liability

The owner releases Barnett's Buddies from liability for any injury, illness, loss, or damage to their pet except in cases of proven negligence. This includes incidents arising from interaction with other boarding guests, environmental factors, or pre-existing conditions.

6. Emergency Situations

Barnett's Buddies is not liable for events beyond reasonable control, including severe weather, natural disasters, power failures, or other force majeure events. Every effort will be made to keep pets safe during such circumstances.

Privacy Policy

How We Handle Your Personal Information

1. Information We Collect

We collect personal information necessary to provide safe, high-quality home boarding for your pet, including:

- Your name, address, phone number, and email
- Emergency contact details
- Your pet's name, species, breed, age, and medical history
- Veterinary practice details
- Payment information

2. How We Use Your Information

- To provide and manage boarding services for your pet
- To contact you regarding bookings, updates, or emergencies
- To comply with licensing and insurance requirements
- To improve our services and communicate relevant information

3. Information Sharing

We will never sell your personal data. Information may only be shared with:

- Your nominated veterinary practice in an emergency
- Our insurance provider if a claim arises
- Local authority licensing officers upon lawful request

4. Data Security & Retention

Your data is stored securely and retained only for as long as necessary to fulfil our services and legal obligations. Paper records are kept in a locked cabinet; digital records are password-protected.

Physical records are shredded once recorded electronically. Electronic records are deleted if no further bookings are made within the following 12 months.

5. Your Rights

You have the right to access, correct, or request deletion of your personal data at any time. To exercise these rights, please contact us by phone or email.

Data Protection

Data Protection & Privacy Policy

1. Data We Collect

We collect and store the following information:

- Owner name, address, phone number, and email.
- Emergency contact details.
- Pet name, species, breed, age, and medical history.
- Behavioural notes, dietary requirements, and medication details.
- Booking history and payment records.

2. How We Use Your Data

Your data is used to:

- Provide safe, tailored care for your pet during boarding.
- Communicate booking confirmations, updates, and reminders.
- Contact you or your emergency contact in case of an incident.
- Maintain accurate business records.
- Send promotional materials (only with your consent).

3. Data Storage & Security

All data is stored securely — digital records are password-protected and physical records are kept in locked storage. We comply with GDPR and will never sell or share your data with third parties without your explicit consent.

Physical records are shredded once recorded electronically. Electronic records are deleted if no further bookings are made within the following 12 months.

4. Your Rights

You have the right to:

- Request access to the data we hold about you.
- Request correction or deletion of your data.
- Withdraw consent for marketing at any time.
- Request your data be destroyed if you no longer use our services.

Data for non-returning clients is destroyed after 12 months of inactivity.

Non-Disclosure Policy

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Confidentiality & Data Protection for Boarding Clients

1. Purpose

Barnett's Buddies is committed to protecting the privacy and confidentiality of all client information obtained during the provision of home boarding services. This policy applies to all personnel, volunteers, and third parties with access to client data.

2. Confidential Information Includes

- Client names, addresses, and contact details
- Pet health records, veterinary information, and medication details
- Key safe codes, alarm codes, and property access information
- Booking schedules and payment information
- Any personal information shared during the course of service

3. Obligations

- All confidential information is stored securely and accessed only on a need-to-know basis.
- Information will not be shared with any third party without the client's explicit consent, except where required by law or in a genuine emergency.
- Digital records are password-protected; physical records are stored in locked filing.
- Confidentiality obligations continue indefinitely after the end of any service agreement.

4. Permitted Disclosures

Information may only be disclosed where:

- The client has given written consent
- Required by law, regulation, or court order
- Necessary to protect the welfare of a pet in an emergency (e.g. sharing vet details with an emergency clinic)

5. Breach of Confidentiality

Any breach of this policy will be taken seriously and may result in disciplinary action, termination of engagement, and/or legal proceedings. Clients are encouraged to report any suspected breach directly to Barnett's Buddies.