

# THE DOG HOUSE



## Rates

### Activity holidays 2017/2018

	Off-peak season 26 Oct - 10 Dec 2017 15 Jan - 7 Feb 2018 22 Feb - 21 Mar 2018 19 Apr - 23 May 2018 8 Jun - 27 Jun 2018 7 Sep - 10 Oct 2018	Peak 11 Dec - 14 Jan 2018 8 Feb - 21 Feb 2018 22 Mar - 18 Apr 2018 24 May - 7 Jun 2018 28 Jun - 6 Sep 2018 11 Oct - 1 Nov 2018
<b>Adult dogs</b> (8 months of age and above)	46.00	54.00
<b>Puppies</b> (under 8 months)	58.00	64.00
<b>Large breeds etc.</b> (over 40 kilos and dogs requiring extra attention e.g. house training, behavioural or medical issues)	58.00	64.00

### Training courses

<b>Puppy socialisation/habituation &amp; early learning</b> (minimum 3 weeks)	65.00
<b>General companion</b> (minimum 6 weeks)	65.00
<b>Gundog training</b> (minimum 8 weeks)	65.00
<b>Desensitising</b> (air travel, fireworks, gunshot)	65.00
<b>Refresher</b> (for dogs who have previously completed a Companion course)	65.00
<b>Bespoke consultancy</b> (one to one training with Mark Thompson in London and along the M4 corridor) Additional travel time maybe charged, please enquire for details.	180.00 (per hour)

All prices quoted are per day and inclusive of 20% VAT.

Payment can be made by cheque or bank transfer and payment terms are within 7 days of receipt of invoice.

Any vet bills, transport to vet, worming or flea treatments incurred will be added accordingly.

### Extras

<b>Transport</b> London / M4 corridor to The Dog House	58.00 one way 100.00 return
<b>Grooming</b> Dependant on size and condition of dog (compulsory charge made for all bookings)	35.00 - 150.00
<b>Food</b> Daily diet (2 meals minimum a day) plus various chews, cow's ears, stuffed meaty Kongs, Random Rewards training treats, bones and Bedtime Biscuits	Under 15kg - 4.00 Under 32kg - 5.00 Over 32kg - 7.00
<b>Training &amp; Puppy courses</b> Going home jute bag including food, toys, treats, report etc	54.00
<b>Jute Bag</b>	6.00

# Cancellation policy

## Activity holidays

A deposit of £250 is required for all holiday bookings. This will be deducted from the final payment due on completion of the holiday.

If a cancellation is made within 3 weeks of the arrival date, £250 will be charged. For all cancellations made within 1 week of the arrival date, 75% of the full holiday fee will be charged.

## Training courses

A deposit of £500 is required for all course bookings. This will be deducted from the final payment due on completion of the course.

Due to the highly individual nature of this service, the full fee of the course will be required 4 weeks prior to arrival (any additional fees will be invoiced at the end of the stay).

If a cancellation is made within 8 weeks of the arrival date, the deposit of £500 will be charged. If any cancellation is made within 4 weeks of the arrival date, the full course fee will be charged.

A full course fee will be payable should the course be terminated by the owner mid-term for any reason.

## Bespoke consultancy

A deposit of £180 is required for all private lessons upon confirmation.

If a cancellation is made within 7 days of the appointment date, £100 will be charged.

All cancellations made within 48 hours of the appointment date will be subject to 75% of the allocated lesson slot.

# Transport

We transport from Hammersmith, London and along the M4 to The Dog House weekly (every Thursday with seasonal availability on Mondays).

## Collection and delivery point in London

From Hammersmith roundabout take the exit (Queen Caroline Street) immediately after Fulham Palace Road (Apollo theatre). Take first right, turn into Sussex Place Car Park (under the A4) and the dog bus will normally be parked at the far west end of the car park.

[CLICK HERE FOR MAP](#)

## Dog bus

Our state-of-the-art Dog Bus has been designed for the comfort and well-being of our canine passengers and boasts the following features:

- Separate compartments with non-slip matting and cosy bedding

- Fully insulated with air conditioning and extractor fans for temperature control
- Safety features including a 24 hour tracker surveillance system
- Non-spill water bowls, bones and chews for the journey
- Piped classical music to promote calm and relaxation

## Before your dog travels

Please ensure your dog has relieved itself just prior to boarding the Dog Bus.

All dogs must be on a lead when collected.

While every effort will be made to collect and deliver at the arranged time, we cannot guarantee punctuality due to unforeseen circumstances, traffic conditions and other client's punctuality. In the event of severe weather or a situation beyond our control, we reserve the right to reschedule an arranged time at short notice in the best interest of the dogs travelling. In these circumstances, normal rates will apply for any extended stay.



# Your dog's stay

## Kit list

Your dog will need:

- A plain (no studs or metal attachments), strong, snug fitting collar with an ID tag bearing a name/telephone number
- 2 days of his/her current diet (please advise us of any allergies or special dietary requirements in writing prior to arrival)
- Something with the scent of home that your dog is familiar with (e.g. small flat bed liner, old towel etc. - first timers only)
- All medicines must be clearly labelled with the dog and owner's name
- Please supply clear written instructions about medication to be given, and this must also be supplied in writing to us as soon as possible before arrival
- All training courses – please note we always require a dog's favourite toy on their first stay and when undergoing any training course

Tablets, ointments and injections will be administered at the owner's request, but no responsibility can be accepted by 'The Dog House' for any consequent complications from an existing condition. 'The Dog House' reserves the right to call out a veterinary surgeon when we deem necessary. All fees will be paid by the owner or owner's insurers. In the event of a medical emergency, we will contact the owner, however, if unavailable, the owner agrees upon confirmation of booking to give full consent for their dog to be treated as necessary (including hospitalisation, anaesthesia etc.)

Your dog will not need to be sent with:

- A food/water bowl
- A bed
- Toys or any items of sentimental or high financial value

## When arriving at The Dog House your dog must:

- Be in reasonably good physical shape
- Be recently groomed and bathed (if long coated, to have had a recent practical close trim, especially around eyes and pads of feet)
- Be free of parasites (fleas, worms and ticks) and undergoing a current effective worming, and flea/tick prevention programme. (If this is not the case we will treat your dog on arrival and a charge will be made)
- Have up to date vaccinations (certificates will be requested) including Infectious Bronchitis, commonly known as Kennel Cough. All vaccinations to have been given a minimum of three weeks prior to a dog's stay
- Be microchipped by law.



## During your dog's stay

### House rules:

These are designed to help guests be calmer and better mannered not just during their visit, but also when they return home to their family.

We prevent barging through doorways, discourage jumping up, barking, over boisterous rough play with other dogs and any other unsociable behaviours.

We actively reinforce good behaviours of fast recalls, sit, good manners, stay and general calmness.

### Health and hygiene:

- All guests at The Dog House have their weight and diets monitored and are groomed regularly
- Ears, teeth, eyes, paws, claws, skin, coat and faeces are regularly checked for any irregularities or foreign bodies
- All guests are thoroughly dried after swimming and after wet muddy walks.
- All guests sleep on cosy, thick Vetzyme type bedding, inside a ventilated Perla bed. All rooms are very well insulated and heated between 18-20c (degrees centigrade)
- All our guests benefit from a thorough groom on departure which includes teeth descaling, claw trimming and filing, ears and eyes cleaned, paw trim, anal expression (when necessary) dematting if necessary and a bath and blow dry. We use top quality natural shampoos and conditioners to keep your dog's coat in excellent condition
- If a guest requires urgent medical attention, we have a local 24 hour veterinary hospital available for emergencies

### Accommodation and location:

Puppies and guests on training courses will also spend time in our office, staff rooms and farmhouse to ensure they maintain their good behaviours in a home family environment.

### Photos and updates:

We appreciate that in this instant media age there is an expectation to see photos of moments as they happen. However, the remoteness of The Dog House's setting, that provides a unique environment for your dogs to learn and explore, comes with its digital drawbacks.

We are off-grid with no mobile signal or 3G, and only the slowest broadband in the UK (think dial up!) to provide you with visual updates of your dog's stay.

We will try to capture moments organically and post them on our social media accounts, as time allows, but, as we immerse ourselves in taking the greatest care of your dogs, we appreciate your understanding of the limiting nature of our digital capabilities.



## Security

As well as an idyllic combination of lush meadows, a river, streams, ponds and hills, The Dog House is also tucked away, half a mile off a narrow country lane in a wooded valley far away from busy roads and pollution. The farm is manned 24 hours a day, 7 days a week.

### Disclaimer:

Dogs, like humans, are not machines and success cannot be guaranteed in all quarters, particularly when a dog has a severe behavioural problem. In that event, referral to one of our recommended behaviourists may be suggested.

We assure you that every possible care and attention will be given to your dog at all times, however we cannot accept responsibility for accidents, illness or other unforeseen events that are beyond our control.

Please appreciate at the end of your dogs training course, if your dog fails to behave at home as well as he/she did during your joint training sessions on departure, this is likely to be due to one or all of the following:

- Your relationship and bond with your dog is still unbalanced.
- Your dog is not getting mentally and physically stimulated enough.
- The rules and communication techniques given in writing and explained during the joint training sessions need to be followed through and contained on return.
- You need to be far more exciting and rewarding from your dogs perspective.