

Procedure Manual

FOR:

NYTHE FARM HOME BOARDING, NYTHE FARM, STRATTON ROAD,
WANBOROUGH, SWINDON, WILTSHIRE, SN4 0SN

1. Business Information

1.1. Purpose of Document

- 1.1.a. This document can be used as a set of Operating Procedures in the event that a Key Holder is required to cover or help out in an emergency.
- 1.1.b. This document also acts as a risk assessment response for the business. Procedures and policies have been written in response to the standards outlined in The Animal Welfare (Licensing of Activities Involving Animals) Regulations 2018 and DEFRA guidance to support the legislation, plus all subsequent revisions.

1.2. Business Model and Objectives

- 1.2.a. Nythe Farm Home Boarding is a 'home from home' dog care facility that provides Home Boarding and Dog Day Care services from its premises located at Nythe Farm, Stratton Road, Wanborough, Swindon, Wiltshire, SN4 0SN.
- 1.2.b. Nythe Farm Home Boarding is a new facility so does not currently have any regular customers in place. Nythe Farm Home Boarding will focus mainly on Home Boarding to begin with but will offer Dog Day Care services if these are found to be popular in the local area. Nythe Farm Home Boarding is licenced to have a maximum of eight dogs on the premises at any time but, this will only be in certain circumstances and a maximum of six will usually be present at any one time. There are already three residents dogs living at Nythe Farm Home Boarding so this will mean a usual maximum of three visiting dogs at any time.
- 1.2.c. Although Nythe Farm Home Boarding will accept bookings from all shapes and sizes of dogs, we specialise in bigger breeds due to the indoor and outdoor space available at the premises and our extensive experience of owning Boxers.
- 1.2.d. Nythe Farm Home Boarding will take bookings from any customer following a successful Meet and Greet session and a trial overnight stay for any dogs booked in to stay for more than three nights. If the dog is staying under three nights, the trial stay is preferred but not compulsory. A trial is preferred but not compulsory for Day Care. Nythe Farm Home Boarding will not accept bookings from any dog who we deem to be aggressive or dangerous.
- 1.2.e. Nythe Farm Home Boarding will not accept any bookings from dog breeds listed on the Dangerous Dogs Act legislation.
- 1.2.f. Nythe Farm Home Boarding will only take bookings from puppies (aged under 12 months) when they are booked with another dog from the same owner. We, unfortunately, do take bookings from lone puppies unless in special circumstances. A special circumstance could be that, following discussion with the owner, it is deemed that a Home Boarding environment will be vital to the welfare of the puppy.
- 1.2.g. Whilst Nythe Farm Home Boarding do accept bookings for un-neutered and un-spayed dogs, we will not accept un-neutered and un-spayed dogs at the same time (regardless of whether they are from the same owner). We do not accept females in season for Dog Day Care or Home Boarding.
- 1.2.h. Both Michelle Law (owner) and Victoria Law (daughter, key holder and occasional cover) have completed a Dog First Aid Course developed and approved by veterinary surgeons and is CPD accredited. The completion certificates are displayed on site at the business premises. Michelle and Victoria will complete this course annually to ensure all knowledge is up to date.

- 1.2.i. Michelle Law has over 50 years' experience of owning dogs and specialises in caring for large breeds. Michelle has owned Boxers for most of her life so is used to managing the additional needs of brachycephalic type dogs. Michelle has cared for friends and relatives dogs for many years and has cared for all types of breeds including French Bulldogs, Staffordshire Bull Terriers, Jack Russells, Rottweilers, Labradors, Mastiffs, Grey Hounds and Great Danes.

1.3. Workspace Information and Set up

- 1.3.a. Michelle Law has sole responsibility for Nythe Farm Home Boarding, will be the formal licence holder and will be the main carer for any dogs within the care of Nythe Farm Home Boarding. Michelle 's two daughters (Victoria (34)) and Rebecca (31)) also live on the premises and can provide emergency care if required and will help Michelle with day to day tasks (cleaning, feeding etc.).
- 1.3.b. There are three resident dogs living at Nythe Farm Home Boarding, one six year old Boxer who belongs to Rebecca and another one year old Boxer and twelve year old Jack Russell who belong to Victoria. All residents dogs are trained to a high standard, are dog and human friendly and are kept up to date with all annual vaccinations and the Kennel Cough vaccination.
- 1.3.c. Nythe Farm Home Boarding are licenced to care for up to eight dogs at a time, although it is envisaged that a maximum of six will be on site unless in certain circumstances (e.g. Nythe Farm Home Boarding are providing care for dogs belonging to friends and family).
- 1.3.d. As Nythe Farm Home Boarding are licensed for up to eight dogs, there will always be at least one person per eight dogs (usually one person for six dogs).
- 1.3.e. After seeking legal advice, it was not thought that planning permission is required as no changes were required to the property and no separate facility is being provided.
- 1.3.f. Nythe Farm is a rented property on a long term agricultural lease. The landlord has been informed of the plans to set up Nythe Farm Home Boarding and is fully in support.
- 1.3.g. To begin with, Nythe Farm Home Boarding will not be offering a pick up and drop off service. Due to the farm land around the property, there is plenty of opportunity for walks without leaving the grounds. Given this, dogs will not be taken off site unless for vet visits.
- 1.3.h. The dogs will be boarded in the main house along with the three resident dogs and family. Nythe Farm Home Boarding aim to provide a home away from home so dogs will not be separated except for eating, dedicated play time and sleeping. Michelle does not have another job so will be around the house all day to care for the dogs. Vicky works from home three days a week so will be available to help out when required (for walks, exercise and feeding etc.). Boarders will have access to the entire ground floor of the premises, a large garden and a Play Field. Residents dogs will have access to and sleep on the first floor but no boarders will be able to access the upstairs of the property. Resident dogs also have access to a dedicated garden if this is ever required.
- 1.3.i. Dogs will spend their evenings with the family and resident dogs and have access to the entire ground floor of the premises. When it is bed time, boarded dogs will be separated (owners consent if dogs from the same household sleep in the same room). All designated rooms are pet friendly and have heating and pet safe windows (not full size) for ventilation.
- 1.3.j. Designated rooms
- 1st Floor (three resident dogs)
 - Kitchen
 - Playroom
 - Bedroom (Ground Floor)
 - Living Room
 - Back Room
- 1.3.k. For the avoidance of doubt, the first floor is allocated to the resident dogs and they have permission from the Licence Holder to all sleep in the same room.

- 1.3.l. The floor space in each allocated room is more than sufficient for the dog to stand up, sit down, turn around and lie down without touching the sides. Each dog is allocated a room based on its size and individual needs, larger dogs and multi-family dogs in larger rooms, smaller dogs in smaller rooms. A room is held open for each multi-family dog in case of issues, although they will only be allocated to a separate room if the owner requests it or if the need arises.
- 1.3.m. As the whole first floor is dedicated for resident dogs, if one becomes ill, they can be easily separated without the need to use one of the dedicated boarding rooms.
- 1.3.n. The main work areas give the dogs a choice of activity during the day. The Garden is accessible to boarding dogs at all times. A larger 'Play Field' is available for all dogs to have dedicated lone play time but can also be used for group play. The Play Room is used for dogs that wish to play in poor weather, or if some dogs wish to play indoor games rather than outdoor games. The Kitchen is used for rest and relaxation during the day but there are plenty of rooms and space for dogs to rest and relax should they wish.
- 1.3.o. Where temperatures in rooms fall outside of normal range, storage heaters or fans can be used. The main central heating is provided by Wood Burner and carbon monoxide monitors are in place.
- 1.3.p. The premises does not contain any large windows that dogs could jump out of.
- 1.3.q. Dogs will be separated and closed into their rooms at night or if the licence holder has to go out. The dogs will not be left unattended on a regular basis (only in case of emergency).

1.4. Pre-Registration Questions

- 1.4.a. When an enquiry is received, Nythe Farm Home Boarding will request some initial information to confirm if the dog may be well suited to Nythe Farm Home Boarding. Initial questions include:
- Is the dog (or one of the dogs) over one year of age?
 - What is the breed of dog and are they listed on the Dangerous Dogs List?
 - Is the dog listed as a wolf hybrid?
 - Is the dog subject to a Dog Control Notice?
 - Has the dog ever shown any serious signs of aggression towards dogs or other humans? If so, can we have details?
- 1.4.b. If during the call, Nythe Farm Home Boarding determine that the dog is not suited to our business, we will let the owner know and advise on other potentially more suitable settings (kennels, dog sitting etc.).
- 1.4.c. Bookings will not be fully confirmed until a deposit has been paid and Meet and Greet session has taken place at a mutually agreed time. A discounted 'Trial Night' will be compulsory for dogs that are staying over three nights but is also preferred for shorter stays. The Meet and Greet session gives both the owner and Nythe Farm Home Boarding the opportunity to assess whether their dog(s) will be suitable and enjoy staying at Nythe Farm Home Boarding.

1.5. Meet and Greet and Trial Nights

- 1.5.a. No dog will be allowed onto Nythe Farm Home Boarding premises until an up to date vaccination record has been viewed. The vaccination record can be brought to the Meet and Greet or Trial Night but dogs must remain in the owners car until the record has been viewed. Nythe Farm Home Boarding will take a photocopy of the record for our files.
- 1.5.b. Meet and Greets and Trial Nights cannot be booked until the dog has up to date vaccinations. These must have been given by a vet at least fourteen days prior to attending Nythe Farm Home Boarding.
- 1.5.c. When they first arrive, new dogs will be left to explore the Garden area for a while before we attempt to introduce them to other dogs. This will get the new dog used to their surroundings and the new smells.

- 1.5.d. The three residents dogs (and any current boarding dogs) will be very excited to meet new dogs but we will ensure that no dog is ever over faced. To start with, the dogs will meet via a gate in the garden and get to know each other a little better before being properly introduced. We always try to introduce dogs outside so that boarders don't feel cornered and it feels a bit more like neutral territory. Once we are confident the dogs are going to get on, we will then let them in the Play Field to properly meet with all dogs on lead. By being in the field, boarders do not feel threatened and can easily move away from the resident dogs if they feel scared. We will continue with dogs on leads until the dogs have calmed down.
- 1.5.e. Once we think the dogs are ready, we will move to the garden, remove all leads and closely monitor the dogs to ensure they are getting on and not causing stress. It isn't usually long before the dogs are all happily playing together in the garden.
- 1.5.f. Owners are requested to stay while introductions are being made and we will usually request owners bring their dog on a short walk with the resident dogs prior to departing the premises to see how they all react and engagement with each other on a walk. We will not undertake a trial walk if there is a reason the dog cannot be walked (is on rest/ medical problems etc.).
- 1.5.g. No dogs will be introduced off of the lead until we are confident that they will get along. We have the space to keep dogs separate for as long as required.
- 1.5.h. If moving straight to a Trial Night, the Meet and Greet procedure will still take place with the owners present when the dog first arrives. No dog will be able to stay in our sole care until a successful Meet and Greet has taken place.
- 1.5.i. Whilst we encourage owners not to bring children (under 16) to the premises at Nythe Farm Home Boarding, we understand that this is not always possible. Any children visiting the premises with owners do so at the owners risk and this will be made clear when arranging a Meet and Greet session. Children will not have access to the Play Field when introductions are taking place for their own safety but can watch from behind the fence.
- 1.5.j. At the Meet and Greet, the owner will be shown around the premises (outside first and then inside once dogs have been introduced) and given a brief overview of the enrichment that is offered (sand pits, paddling pool, toys). A brief overview of the usual routine at Nythe Farm Home Boarding will also be given (two walks a day if required, dedicated play time in the Play Field, sleeping arrangements etc.).
- 1.5.k. Nythe Farm Home Boarding will ask about the personality of the dog, whether they like to play with toys, how much exercise they usually require, do they like to play in water, do they usually get on well with other dogs, etc. We will also ask about any special needs or medication for the dog or any unusual habits that we should be made aware of.
- 1.5.l. We will carefully monitor the dog's behaviour to ensure it does not look stressed and looks happy at Nythe Farm Home Boarding. We will also watch how the dog interacts with the resident dogs and complete our New Dog Assessment.
- 1.5.m. If, after a Meet and Greet, we think that the dog will be well suited to Nythe Farm Home Boarding, we will provide the owner with a Welcome Pack including Registration Form, Service Agreement and Booking Form. The Registration Form and Service Agreement must be completed in hard copy and signed and returned via post prior to dog being left in our sole care , an addressed and stamped envelope is included in the Welcome Pack to enable owners to return the forms.
- 1.5.n. As mentioned previously, for all dogs staying for more than three nights, a Trial Night is required prior to their stay. A Trial Night is charged at a discounted rate and is also offered and recommended (although not compulsory) for any dogs staying for a shorter time or attending Day Care. The Trial Night can be booked at the Meet or Greet or can be arranged directly to take place at a mutually convenient time.
- 1.5.o. If a Trial Night is booked, the Registration Form and Service Agreement is required to be completed prior to the stay. This is because we will need details of the dogs vets, medication etc. if the dog will be in our sole care.
- 1.5.p. As per usual cleaning protocols, the garden will be poo picked and the floors and surfaces in the house will be disinfected with pet safe products once the dog has left the Meet and Greet.

1.6. Registration

- 1.6.a. Forms: NFHB Registration Form 2022
- 1.6.b. The Registration Form is required to be completed before a dog can be left in the sole care of Nythe Farm Home Boarding (including for Trial Nights). The Registration Form will be provided to owners within the Welcome Pack. All Welcome Packs will include a stamped and addressed envelope to return the form to Nythe Farm Home Boarding.
- 1.6.c. The Registration Form requests all the important information that we require about the dogs in our care as well as consent from the owners to board the dog with our resident or boarding dogs.
- 1.6.d. We request that the Registration Form is completed and returned to us prior to any arranged Trial Visit to ensure that we have all dog details, medication and consents in place prior to the dog being left in our care.
- 1.6.e. If any details change on the Registration Form, we will accept written updates via letter or email which can be stored in the dogs file. We will not be able to update forms following verbal updates and will need them in writing from the owner.
- 1.6.f. Registration Forms will be stored on file in hard copy format so that they are easily accessible at all times.

1.7. Booking

- 1.7.a. Forms: NFHB Home Boarding Booking Form
- 1.7.b. Bookings may not take place until a Registration Form and Service Agreement have been completed and signed, and an assessment of the dog is complete (Meet and Greet and Trial Night (if applicable)).
- 1.7.c. When a booking is accepted, it will be recorded on a wall planner and also electrically on an email calendar. Bookings will be colour coded to ensure that they do not overlap and total dog numbers are within licensed limits.
- 1.7.d. Any dogs visiting Nythe Farm Home Boarding (including Meet and Greet sessions) will need to provide proof of up to date vaccinations prior to entering the premises. You can send a copy of your vaccination record or vet update letter across via email or text message prior to visiting or you can bring a hard copy on the day of visiting. Proof of vaccination MUST be seen before your dog can enter the premises (they must stay in the car until they are cleared to enter). If bringing a hard copy of the certificate, we will take a photocopy and store on the dog's file. Please note that all vaccinations must have been given at least two weeks prior to visit.
- 1.7.e. We do not take bookings from un-neutered or un-spayed dogs at the same time (regardless of whether they are in season or from the same household). We will not be able to accept a bitch that is in season onto the premises at any time. If a bitch comes into season whilst in our care, we will contact the Emergency Contact to collect the dog, if this is not possible then we will make arrangements to separate the dog from residents or visiting dogs for their entire stay.
- 1.7.f. Once a booking has been confirmed by Nythe Farm Home Boarding, an Invoice confirming the booking dates, costs and payment terms will be sent to the owner. A booking will remain provisional until a 25% non-refundable deposit is paid, this can be paid in cash or via bank transfer, unfortunately, we do not accept payment via cheque. If the deposit is not paid within two weeks of the invoice being issued, the owner will be advised that the booking has been cancelled. Full payment is due at least two weeks prior to the stay, we will send a reminder to the owner. If the balance is not paid despite a reminder, the booking will be cancelled and the deposit will not be returned.
- 1.7.g. Owners are asked to provide details around their flea and worm treatment schedules on their Registration Form, we do not ask for formal proof of treatments. As part of the Service Agreement, owners confirm that their dog has been treated and this agreement is signed. As per the agreement, if we do notice fleas or worms on dogs in our care, we will contact the owner to discuss next steps.
- 1.7.h. Home boarding is charged at £27 per dog per 24 hours. Your drop off date counts as your first day and is charged at £27 regardless of drop off time. If you collect your dog on your collection day prior to 12pm, you will not be charged for this day. Dog Day Care is charged at £20 per dog per day (assumed to be any time from 08:00 – 18:00).
- 1.7.i. There is a discount for additional dogs, two dogs from the same household will be charged at £45 per night for both dogs. Three dogs from the same household will be charged at £58 per night for all three dogs.

- 1.7.j. Unfortunately, we are unable to take bookings for over three dogs from a single household unless in exceptional circumstances.

2. Pet Management Procedures

2.1. Daily Schedule

- Wake up and dogs let out for morning toilet
- Morning walk (if requested by owner prior to feeding)
- Feeding time
- Morning walk (if requested by owner after feeding)
- Dog play time (communal time in the garden or play field (whatever is appropriate)).
- Indoor rest time (dogs will be placed in the dedicated rooms if required and requested by owner)
- Individual play, welfare and enrichment time (exclusive use of Play Field), all other dogs will remain in garden – this is when the daily welfare check will be completed.
- Indoor rest time (dogs will be placed in the dedicated rooms if required and requested by owner)
- Feeding time
- Evening walk (if temperature is appropriate)
- Indoor rest time (dogs will be placed in the dedicated rooms if required and requested by owner)
- Bedtime routine (as advised by owners) including dogs let out for evening toilet
- Dogs placed in their dedicated rooms for bed

2.1.a. A Daily Checklist is laminated and displayed on the whiteboard and covers the routine above and cleaning tasks. As each task is completed, it will be ticked off and initialled by the person who completed the task. A Medication Record is also in place but this is kept in the feeding area and will be completed for each individual dog.

2.1.b. Dogs are never left unattended at any time (unless in an extreme emergency) so their welfare is under constant review. A formal welfare check is completed during a dogs individual play, welfare and enrichment time where grooming (if requested by owners) and general checks are completed. We will check a dogs eyes, ears and mouth to ensure there are no signs of infections or allergies and check the dogs coat for any signs of parasites, injuries or ticks etc. A daily Report Card is completed for each dog recording any concerns or any specific behaviours that have been witnessed. The completed cards will be offered to the owner at the end of their dogs stay although, any immediate concerns will be raised with the owners as and when they occur to discuss next steps. Any concerns or issues identified and recorded on Report Cards will also be recorded on the Nythe Farm Home Boarding Welfare Log.

2.2. New Dog Assessment/ New Stays

2.2.a. Forms: NFHB New Dog Assessment Form 2022

2.2.b. Nythe Farm Home Boarding regularly accept new boarders.

2.2.c. In order to make sure that your dog will settle with us during their stay, we insist owners organise a Meet and Greet and, for any stays of over three nights, a Trial Night will also be required (this is compulsory). No booking will be confirmed until you have visited our premises to undertake a Meet and Greet with your dog or your dog has undertaken a Trial Night stay so that we can evaluate whether our setting is right for your dog. We have three resident dogs already on the premises (and potentially other boarders) so it is important to us that your dog is comfortable sharing our home with them.

2.2.d. During a Meet and Greet and Trial Night, we will evaluate the suitability of the dog, recording findings on the NFHB New Dog Assessment Form which can be shared with the owner once a trial is completed.

2.2.e. Meet and Greets usually take around one hour to complete and give us the opportunity to ask questions about the dog but also give the owners an opportunity to ask any questions or raise any concerns they may have. This is also a great opportunity for us to get to know your dog and for your dog to get to know us. Please note, an updated vaccination record proving vaccination status will be required before any dog can enter Nythe Farm Home Boarding premises. There is no charge for a Meet and Greet and no obligation on either party to organise a booking.

- 2.2.f. Once the Meet and Greet has been completed and both parties agree that Nythe Farm Home Boarding may be a suitable option for the dog, owners are invited to book a discounted one night Trial Night for their dog (Trial Nights are compulsory for any stays of over three nights). By using the Trial Night, we can see how the dog behaves on the day of drop off and the day of pick up. We highly recommend a Trial Night for all dogs staying with us to give owners the peace of mind that their dog is going to settle and enjoy their stay at Nythe Farm Home Boarding. We will also be able to assess the behaviour of the new boarder during this time and conclude if we think our premises are a good option for the dog. Trial Nights do not need to be booked using the Booking Form but we will require a completed Service Agreement and Registration Form before the dog can be left in our sole care. Stays can take place at a mutually agreed time (noting that Nythe Farm Home Boarding may have other boarders so may be restricted in the dates that can be offered). A dog staying on a Trial Night is counted within maximum numbers so it may not be possible to offer you your preferred date. A Trial Night is charged at a discounted rate of £17.50 per dog.
- 2.2.g. Dog Day Care works slightly differently as the dog will not be staying overnight. A Meet and Greet is still required before we accept any bookings for Day Care and a discounted Trial Day will be offered. A Trial Day is charged at a rate of £12.50 per dog.
- 2.2.h. In order to make new dogs feel more at ease, we welcome owners to bring their own bedding, toys or treats and anything they think will make the experience as happy as possible for their dog. Anything brought with the dog will be recorded on an Inventory List to ensure that everything is returned when the owner collects their dog. There is a risk that items may be damaged whilst a dog is boarding with Nythe Farm Home Boarding. Nythe Farm Home Boarding cannot be held responsible for any damage to items brought onto the premises.
- 2.2.i. Any existing bookings will be informed that a dog is completing a Trial Night or Trial Day to ensure they are happy for this to take place. Whilst we are sure this will not be an issue due to our procedures in place, if any are not comfortable, we will organise an alternative date with the trial owner.
- 2.2.j. Home boarding with other dogs is not for every dog, and therefore, in the very rare event that a dog shows any signs of aggression or we believe the dog to be struggling and getting very stressed (excessive panting, crying, shaking, very restless), we will contact the owner or the Emergency Contact provided immediately to end the stay. We are happy to advise of other potentially more suitable settings that may be a better fit for the dog (kennels, dog sitting etc.).
- 2.2.k. Each dog will be assigned a specific room when they arrive to be their 'safe space' during their stay. Any items brought from home will be carefully stored in this room (except leads, medicines etc. which will be stored in dedicated drawers) and this will be the room that the dog sleeps in. All rooms are of equal size and are well over 6ft x 6ft.
- 2.2.l. The Meet and Greet process is detailed in section 1.5 of this procedure, we will follow the same process for introducing dogs each time they stay with us.
- 2.2.m. One sign that a dog may be stressed is excessive barking although this can be a usual trait in dogs and owners will advise if their dog is prone to excessive barking on their Registration Form. As Nythe Farm Home Boarding does not have any nearby neighbours, the risk of a noise complaint is very low but we will also need to take into account the welfare of the resident and boarding dogs if a dog does excessively bark. We do live near a road so, dogs can sometimes take a while to settle into the noises so barking is expected for the first couple of hours. If, after around twelve hours, a dog is still excessively barking and this is causing distress, we will contact the owner or Emergency Contact to collect the dog within five hours of notification.
- 2.2.n. A daily Report Card will be completed as usual and provided to the owner when they collect their dog. We can discuss any concerns following the stay at this point and will also give an overview of how the dog interacted with other dogs. The owner will have the opportunity to ask any questions and, if all parties agree that Nythe Farm Home Boarding is a good fit for the dog, a booking can be made.
- 2.2.o. If, after the Meet and Greet or Trial Night/ Day, it is agreed that home boarding is not appropriate for the dog (they are aggressive for example) and they fail the New Dog Assessment, this will be discussed with the owner and a copy of the assessment sheet can be provided to them. Depending on the reason for not accepting the dog for boarding, we can discuss Day Care options or other potentially more appropriate settings for the dog (kennels, dog sitting etc.). Once a dog fails an assessment, they will not be accepted for bookings at Nythe Farm Home Boarding.

2.3. Bookings

- 2.3.a. Forms: NFHB Booking Form 2022
- 2.3.b. When an existing customer asks to book new dates, the calendar is checked to ensure that there is enough space to accept the dog on those days/ nights. Dates are monitored via a wall planner to ensure that any available dates are easily identifiable and also recorded on an email calendar so they are always assessable. If Nythe Farm Home Boarding is already at capacity on those dates, the owners will be advised of this and alternative options will be recommended.
- 2.3.c. Once we confirm the dates are available, a completed Booking Form will be requested before the booking can be finalised although we will mark the planner with a provisional booking for existing customers.
- 2.3.d. When a booking is accepted, it will be recorded on the wall planner, bookings will be colour coded to ensure that they do not overlap and total dog numbers are within licensed limits.
- 2.3.e. Any dogs visiting Nythe Farm Home Boarding (including Meet and Greet sessions) will need to provide proof of up to date vaccinations prior to entering the premises. Owners can send a copy of the vaccination record or vet update letter across via email or text message prior to visiting or they can bring a hard copy on the day of visiting but proof of vaccination MUST be seen before your dog can enter the premises (they must stay in the car until they are cleared to enter). If bringing a hard copy of the certificate, we will take a photocopy and store on your dog's file. Please note that all vaccinations must have been given at least two weeks prior to visit.
- 2.3.f. We do not take bookings from un-neutered or un-spayed dogs at the same time (regardless of whether they are in season or from the same household). We will not be able to accept a bitch that is in season onto the premises at any time. If a bitch comes into season whilst in our care, we will contact the Emergency Contact to collect the dog, if this is not possible then we will make arrangements to separate the dog from residents or visiting dogs for their entire stay.
- 2.3.g. Once a booking has been confirmed by Nythe Farm Home Boarding, an invoice confirming the booking dates, costs and payment terms will be sent to the owner. A booking will remain provisional until a 25% non-refundable deposit is paid, this can be paid in cash or via bank transfer, unfortunately, we do not accept payment via cheque. If the deposit is not paid within two weeks of the invoice being issued, the owner will be advised that the booking has been cancelled. Full payment is due at least two weeks prior to the stay, we will send a reminder to the owner. If the balance is not paid despite a reminder, the booking will be cancelled and the deposit will not be returned.
- 2.3.h. Owners are asked to provide details around their flea and worm treatment schedules on their Registration Form, we do not ask for formal proof of treatments. As part of the Service Agreement, owners confirm that their dog has been treated and this agreement is signed. As per the agreement, if we do notice fleas or worms on dogs in our care, we will contact the owner to discuss next steps.
- 2.3.i. Home boarding is charged at £27 per dog per 24 hours. The drop off date counts as the first 24 hours and is charged at £27 regardless of drop off time. If you collect your dog on your collection day prior to 12pm, you will not be charged for this day. Dog Day Care is charged at £20 per dog per day (assumed to be any time from 08:00 – 18:00).
- 2.3.j. There is a discount for additional dogs, two dogs from the same household will be charged at £45 per night for both dogs. Three dogs from the same household will be charged at £58 per night for all three dogs.
- 2.3.k. Unfortunately, we are unable to take bookings for over three dogs from a single household unless in exceptional circumstances.

2.4. Arrival and Departures

- 2.4.a. **ALL DOGS MUST BE KEPT ON A LEAD AT ALL TIMES UNTIL THEY HAVE ENTERED THE HOUSE OR GARDEN AND BOTH DOORS HAVE BEEN CLOSED.**
- 2.4.b. Nythe Farm Home Boarding is accessed via a front gate that remains closed at all times. We will ask for a rough arrival time and will ensure that we are available to open the gate into our drive when the owner arrives and then close before the dog is removed from the car.

- 2.4.c. All dogs must remain on the lead while in the drive and the lead can only be removed once we have entered the Garden and both external doors have been closed and locked. We will take any arriving dogs straight through to the garden so that they can explore and become familiar with their surroundings and smells, we find it really helps to settle the dogs in.
- 2.4.d. Once the dog is safely in the garden, they can be removed from the lead and then the usual Meet and Greet process detailed in section 2.2 will be followed. All resident and boarding dogs will remain behind a gate at this time to ensure they do not over face the new arrival.
- 2.4.e. Our resident dogs and our boarders all live in our house together, we always ensure that the dogs are properly introduced before entering the house to prevent boarders from getting stressed. We will not rush this process and have the space to keep boarders separate from our resident dogs for as long as required (and for their entire stay if required). When you leave, we ask that you close the main gate behind you to ensure the safety of all the dogs.
- 2.4.f. While a dog is boarding with us, we will secure a temporary ID tag with our details onto the dogs' collar in case of any issues with escape. This will be removed when the dog is collected.
- 2.4.g. We will ask you for a rough pick up time on the dogs day of departure but, we understand that plans can change and delays with transport can occur so we will always remain as flexible as possible.
- 2.4.h. Like with arrival, on departure day we will pop out and open the gate ready for the owners arrival to collect their dog and then close behind them. We will take the owner back through the same entrance and into the garden to collect the dog. We always separate the departing dog from resident and boarding dogs when reuniting them with their owner as we know they will be very excited to see them and we don't want any other dogs getting in their way. We usually tend to do collections outside so that the other dogs can see that the dog is leaving so they don't look for them. We can do collections inside though if it is a wet or windy day.
- 2.4.i. We complete daily 'Report Cards' for all dogs while in our care and we will provide them to owners when they collect so that they can read how their dog has enjoyed their stay at Nythe Farm Home Boarding. We will already have any items brought with the dog (food, treats, toys etc.) together and placed in a bag ready for the owner to take as per the checklist completed during arrival. The departing dog must be placed and remain on the lead when leaving the premises until they are locked in the owners car. We will help owners to their car and let them out of the property via the gate which will be closed behind them.
- 2.4.j. If a dog looks physically unwell on arrival or is showing signs of sickness (runny nose or eyes, coughing, vomiting) then we will be unable to accept the dog for Day Care or Boarding and will have to see a vets note clearing the dog as healthy before accepting. If the dog regularly suffers from allergies which cause symptoms of illness and we have been informed already via the Registration Form, we request owners to bring a copy of a letter from a vet confirming this so that we will be able to accept them onto the premises.
- 2.4.k. Whilst we encourage owners not to bring children to the premises at Nythe Farm Home Boarding, we understand that this is not always possible. Any children visiting the premises with owners do so at the owners risk and this will be made clear to the owner prior to arriving at Nythe Farm Home Boarding. Children will not have access to the Play Field when introductions are taking place for their own safety but can watch from behind the fence.
- 2.4.l. All dedicated boarding rooms at Nythe Farm Boarding are large in size and dog safe. A dog will be allocated a dedicated room when they arrive. Owners are able to request a specific room if available but, otherwise, rooms will be allocated randomly. The kitchen will be allocated if there is more than one dog sharing (from the same owner) as it contains more sleeping areas and is slightly larger than other rooms. Dogs that tend to damage furniture will usually be allocated the Play Room as it does not contain any furniture and will not be designated the Living Room.
- 2.4.m. When a dog arrives into our care, we complete the NFHB Dog Inventory Form to ensure that we have listed all items that have been brought with the dog (bowls, leads, blankets, toys, medication etc.). When packing the dogs things away following the stay, we check the inventory list and tick items off as they are packed to ensure that everything is returned to the owner on collection.
- 2.4.n. We will always book pickups and drop offs at varying times to ensure that dogs do not get over excited and we are not trying to manage multiple dogs in the drive or garden at once. If an owner is early or later than their planned pick off time, we may ask them to remain in their car until we have managed the departure of another dog that has been in our care. We cannot accept multiple drop off or pick up times for different dogs unless from the same owner.

2.5. Training and Games on Premises

- 2.5.a. At Nythe Farm Home Boarding, we have plenty of toys, balls and chews that boarders are welcome to use when staying with us.
- 2.5.b. We understand that some dogs are very attached to certain toys and we always encourage owners to bring those with them to make sure the dogs are happy. If an owner brings specific toys with their dog, these are exclusive to the dog and will not be shared with any other dog. Any toys that an owner brings with a dog will be returned to them when they are collected.
- 2.5.c. Most dogs we look after love playing with tennis balls and we have plenty to go around but, please note, these will be shared and other dogs will be allowed to play with them. If a dog likes to play fetch, we encourage the owner to let us know and we will be sure to incorporate this into their dedicated enrichment time. We will allow a dog to have dedicated time in the Play Field to play fetch if this is something they enjoy.
- 2.5.d. If at any time, a dog becomes aggressive with a communal toy, we will remove it and only allow them to have the toy when they are on their own. This will usually be overnight as our resident dogs sleep upstairs and any dogs boarding will be separated (unless from the same household) with comfy beds. If an owner has indicated that their dog often destroys toys, the dog will never be left unattended with any toys.
- 2.5.e. If a dog is prone to destroy toys, we ask for the owners to confirm this on the Registration Form. We will also ask again on arrival to make sure we are aware. We will keep a closer eye on any dogs that we know are prone to destroy toys to ensure they aren't causing any damage or causing themselves any harm. Any dog that is prone to destroy toys will not be left alone with toys overnight when in their dedicated room and will never be left unattended with a toy. We will still use toys during a dogs dedicated enrichment time if this is requested by the owner.
- 2.5.f. Dogs will have access to the Garden at all times and will be welcome to use any of the enrichment available including sand pits and paddling pools. When in the Garden through the day, this area will be shared with resident dogs and boarders. Each dog is also allocated dedicated time in the Play Field to play with toys or let off steam alone (or in groups if from some household). We encourage owners to tell us about any activities their dogs usually enjoy so that this can be incorporated into their time in the Play Field.
- 2.5.g. The Play Room is available all day inside and is quite an empty room so can be used by dogs who prefer to play indoors.
- 2.5.h. Some dogs do like to play roughly or loudly and this can be unnerving for other dogs. If a dog is particularly rough, then we will not be able to let the dog play with any other dogs who look intimidated by the rough play. We will be able to play tug games or fetch in the field during the dogs dedicated play field time. Any dogs who make excessive noise when playing which could intimidate other dogs will also only be allowed to play separately within our Play Field.
- 2.5.i. We ask owners their common commands when completing their Registration Form and we will use those commands throughout their dogs stay. Some owners also use a 'time out' or 'crate time' during the day and, if requested, we can incorporate this into the dogs daily routine.
- 2.5.j. Some dogs are unable to play for health or behaviour reasons and we encourage owners to let us know what usual activities they do at home to replace play time and incorporate these into the dogs daily routine. We can still interact with the dog and they can still have their dedicated play time in the Play Field but we will focus on other enrichment activities such as tricks or games.
- 2.5.k. Toys are checked weekly for any damage or wear and tear and any seen to have defects or damage will be immediately thrown away and replaced. Toys brought in by owners are only ever used by their own dogs, if an owners dog toy is damaged, we keep it to one side and return to them when they arrive. We cannot be held responsible for damage or wear and tear to toys that are brought onto the premises.
- 2.5.l. Puppies are only accepted at Nythe Farm Home Boarding if staying with another dog unless in special circumstances. If a lone puppy is staying at Nythe Farm Home Boarding, no other bookings will be taken at the same time to ensure that the puppy can be given the attention a young dog requires and extra enrichment time can be provided to them.

- 2.5.m. Any Puppies within our care will be very closely monitored at all times to ensure that they are not overexerting themselves and are getting regular rest.
- 2.5.n. Puppies are still growing so we will limit the amount of exercise and mental stimulation provided to them to ensure their welfare. Walks will be limited for puppies but access will still be provided to the Play Field although this will be closely monitored. Puppies need rest to grow so we will ensure regular 'time outs' or rest time as discussed and agreed with the owner.
- 2.5.o. We will not allow puppies to play in the sand pit or paddling pool so that they do not jump to cause any harm to their growing bones at such a young age.
- 2.5.p. We encourage owners of young dogs to provide us with boredom breakers such as kongs/ treat balls to fill for their dog. We also ask that owners let us know the puppies usual play, rest and training regime to ensure this is being followed as closely as possible when in our care.

2.6. Transportation

- 2.6.a. While dogs are boarding at Nythe Farm Home Boarding, they will not be taken off site unless they require veterinary attention or if they are required to be moved due to an emergency. All walks will take place around the farm land so there is no reason for the dogs to be transported from the premises for walks.
- 2.6.b. Dogs will be transported in secure and safe crates which are secured in the back of a car. The car that will be used for transportation is a Kia Sorento which has full air conditioning and heating.
- 2.6.c. Dogs will be transported directly to and from the vets or alternative accommodation and no other stops will be made to ensure the dog is spending the minimum possible time in the vehicle.
- 2.6.d. Dogs who are going to the vets will have a Nythe Farm Home Boarding ID tag on their collar in case of an accident or emergency.
- 2.6.e. In the event of a breakdown while dogs are in the vehicle, every care will be made to ensure the dog is kept comfortable at all times. Blankets, cool mats and plenty of water are available in the event of a breakdown during extreme cold or heat.
- 2.6.f. No animals will ever be left in the car unattended.
- 2.6.g. Any crates used when transporting dogs to the vets will be thoroughly disinfected between uses.
- 2.6.h. A dog First Aid kit can is available in the vehicle at all times.

2.7. Walking Guests & Exercise

- 2.7.a. We have the luxury of living on a farm with large gardens and outdoor space which any dogs boarding with us will have access to at all times, this is not weather dependant (unless limited by extreme weather conditions). We also have some lovely areas to walk dogs around the farm and dogs will be offered up to two actual walks per day as agreed with the owners. These walks can vary between ten and thirty minutes and can adapted depending on the needs of the dog. Dogs will usually be walked on lead but, if owners prefer their dogs to be exercised off lead, they will need to indicate that on their Registration Form and sign to confirm that they are happy and confident that their dog has good recall. The Play Field is a very large area which can be used as an alternative for off lead exercise. Dogs will never be taken off of the premises for walks.
- 2.7.b. Before we allow a dog to be walked off lead (even after consent from the owner), we trial the dog using a long training lead for the first 24 hours of their stay with us and practice some recall exercises in the Play Field. Once we are confident that the dog will recall when running off lead, we will commence off lead walks but keep a long training lead with us at all times in case the dog needs to be put back onto the lead. Please note, Nythe Farm Home Boarding cannot be held responsible for any incidents or injuries caused by a dog running off after the owner has indicated that they have good recall and signed their Registration Form.
- 2.7.c. A dog not responding to recall will be noted on the dogs daily 'Report Card' and will also be noted as an incident on the Nythe Farm Home Boarding Incident Register. If the dog was attending Dog Day Care, the owner will be informed when they collect the dog. If the dog is boarding, we will inform the owner when they return.

- 2.7.d. Once a dog has failed to recall on a walk, we will not be able to walk the dog off lead until they have been reassessed (as per above method). If the dog does not recall after the second assessment, we will, unfortunately, not be able to offer off lead walks for that dog whilst in our care. This will be confirmed to the owner.
- 2.7.e. When you book with us, you will be asked if your dog is able to be boarded with other dogs and walked or socialised with other dogs. It is important to note that we have three dogs ourselves so may not be able to offer boarding to dogs that have shown extreme aggression towards other dogs in the past. Dogs are boarded within our home so are treated the same as our own dogs. If you require exclusive use of our facilities for one dog, there may be a surcharge for this which will be discussed when booking.
- 2.7.f. We have a large, fully contained Play Field which dogs can access if they are unable to be walked due to medical conditions or age etc. Dogs have exclusive use of the Play Field at least once per day (more if required) to ensure they gain enrichment and can exercise at their own pace and not be pestered by other dogs.
- 2.7.g. The Play Field is also a great space for larger dogs who are unable to be walked off lead. We can play fetch or dogs can be left to roam in the field to ensure they can let off steam should they be required to be walked on the lead. If you would like to have your dog socialised or if your dog is a social dog who craves canine attention, this field is also a great space for this. Your dog is welcome to play with our own dogs or with any other boarders dogs (with prior agreement from all parties) and it is great to see them all playing together and having fun in a completely safe and secure environment. Note, dogs will never be left in the Play Field unattended.
- 2.7.h. Dogs will not be walked if the owner has told us not to, or if there is medical reason not to, such as kennel rest. The beauty of Nythe Farm Home Boarding is that we have more than enough space to allow dogs quiet time alone inside and outside should this be required but also allow for dogs to socialise and play with other dogs in a safe, secure and monitored environment. Our large outdoor spaces also allow for dogs to have exclusive use of our garden areas at times if required, this is especially good for nervous dogs that require their own space.
- 2.7.i. Puppies are still growing so we will limit the amount of exercise and mental stimulation to ensure their welfare. Walks will be limited for puppies but access will still be provided to the Play Field although this will be closely monitored. Puppies need rest to grow so we will ensure regular 'time outs' as agreed with the owner.

2.8. Feeding

- 2.8.a. Due to the number of dogs now on prescription diets and vets advice to not change dog foods suddenly, we do not provide food to be fed to our boarders. Any food, medication and specialist treats will need to be brought to Nythe Farm Home Boarding with the dog and these will be carefully noted on both the Registration and Booking Forms to ensure that the correct food and amount is given.
- 2.8.b. We have suitable cupboards, fridges and freezers to store dry, wet or raw dog foods, we also provide water bowls and can provide metal or ceramic feeding bowls if required. We do recommend owners bring their own dog bowls with them for their stay if their dog can be easily unnerved or is a fussy eater.
- 2.8.c. We will ask on arrival how often and how much owners wish for their dog to be fed to ensure this is still consistent with the Registration Form. If needed, owners are requested to provide a precise amount. We also request owners tell us how often their dog needs feeding, as well as if they are fussy eaters, graze or if it is usual for them to skip meals. The information they provide is recorded on the Registration Form and also displayed on our whiteboard.
- 2.8.d. If owners would like their dog to have an anti-gobble bowl or other specialist bowl, they will need to provide this.
- 2.8.e. When dogs arrive, we will confirm whether the dog is allowed treats and what treats they are allowed to have to ensure this information is still consistent with the Registration Form. We usually only provide standard Bonios but, we understand that not all dogs are able to have these. Any treats provided specifically for a dog will only be used for that dog and treats will be given to dogs separately to ensure dogs do not consume a treat accidentally.
- 2.8.f. We will NOT feed dogs chocolate, onions, garlic, chives, avocado, nuts, corn on the cob, cooked bones, grapes, raisins, xylitol or alcohol.

- 2.8.g. All dogs from different households will be fed separately to prevent any disagreements over food. If owners are boarding two or three dogs together, we will ask them to consent to them being fed together when they are dropped off. We understand that some dogs like to graze, as there are always other dogs around, this is slightly more difficult but we can make arrangements to separate a dog and put their food down more regularly if this is required.
- 2.8.h. Food will always be prepared for each dog separately to ensure there is no cross contamination of food, especially with regards to medicines. Clean utensils will be used for each individual dog and each individual meal. We will write the date on the front of any opened wet or raw food before placing in the fridge to ensure food is not past its best.
- 2.8.i. The owners will confirm if they dog is a fussy or slow eater in their Registration Form and we will look to adapt our routines to best fit the dogs in our care. We have plenty of space available to separate dogs that would like longer to eat and they will be fed in their dedicated room to ensure they feel comfortable. Food will be offered to the dog three times over the course of three hours before being disposed of. Between offerings, the prepared food will be covered kept in the fridge to ensure there is no contamination.
- 2.8.j. We will record missed meals on the dogs daily Report Card. If a dog has not eaten for 24 hours and this is not normal for them, we will inform the owner to discuss next steps. If we cannot contact the owner, we will contact the Emergency Contact. If we are unable to make contact with either the owner or the Emergency Contact, Nythe Farm Home Boarding reserve the right to seek vets advice at the cost of the owner if we have concerns around a dogs welfare.
- 2.8.k. We have plenty of water bowls both inside and outside on the premises. One bowl will be located in each of the dedicated rooms (two or three if dogs are sharing as agreed by the owner), bowls will also be located in every room that the dogs have access to. All water bowls are checked twice daily and fresh water is provided as required or at least once per day.

2.9. Leaving Dogs Alone

- 2.9.a. Dogs will only ever be left alone at home in the event of emergencies and never on a regular basis (dogs will never be left alone at any time in usual circumstances). If dogs need to be left alone, they will be left in their allocated rooms (including resident dogs) like they are overnight, owners consent to this when completing their Registration Form and this will also be discussed at the Meet and Greet.
- 2.9.b. In the event of an emergency, Dogs will only be left alone for a maximum of one hour as a family member will be available to care for the dogs. A family member is always on call to come and sit with the dogs and can get to the premises within 15 minutes. The family member is trained in Dog First Aid and will also be aware of the dogs usual routines which will be noted on the whiteboard.
- 2.9.c. Nythe Farm Home Boarding may not be able to accept a booking from a dog that can never be left alone (even for short periods). If a booking is requested, we will need to ensure we have the correct level of cover in place should there be an emergency. If we do not feel this will be possible, we will need to refuse the booking.
- 2.9.d. Dogs are never left in the charge of a child under 16.

2.10. Rest and Night Time

- 2.10.a. Indoor rest play is incorporated into every dogs daily routine. This is the time when we would like the dogs to relax and, dogs that prefer their own space can go back into their dedicated rooms if they would like a break and incorporate crates into the routine if the owner requests this. Dogs from the same owner can rest and relax in the same room if this is agreed and requested by the owner.
- 2.10.b. We will carefully monitor dogs to ensure they are not overexerting themselves and not causing a nuisance to other dogs in our care. We will separate any dogs who look to be getting too tired, hyper or are becoming a nuisance and place into their allocated rooms. The dogs will be encouraged to have a drink and cool off.
- 2.10.c. The kitchen is our main room for dogs who choose to have quiet time and relax for a while. If we see a dog entering the kitchen to try to lay down on one of the beds or in the chair, we will close the bottom half of the door so that they are not bothered by the other dogs, but can still see and hear everything going on if they wish.

- 2.10.d. We usually encourage dogs to rest for a minimum of one hour, we will continue to check on them when they are relaxing, especially if they have gotten hot when playing. We will install a fan into any rooms that contain a dog we think needs to cool down.
- 2.10.e. We will keep a close eye on older and younger dogs to ensure they are not overexerting themselves. If we feel that an older dog needs some space, we will separate them into their dedicated room and allow them to rest. If the owner has agreed to use a crate for a young dog, we will make use of a crate to ensure that the dog is having enough rest throughout the day.
- 2.10.f. On warmer days, the dogs can lay and relax in the garden. There is plenty of shaded areas for the dogs to enjoy nice weather. We will keep a close eye on dogs (especially those that enjoy sitting in the sun) to ensure that they are not getting too hot and will bring any that could overheat indoors. On very hot days, garden time will be limited to ensure that dogs do not risk heatstroke.
- 2.10.g. We ask owners to describe their dogs usual bedtime routine when completing the Registration Form. We try to keep to this routine as closely as possible. We ensure that all dogs have had the opportunity to go to the toilet before bedtime and we also ensure that all toys are put away, the water bowl is filled, and that the bedding is to the dogs liking. We usually turn off all of the lights throughout the house but will keep one on to ensure navigation in an emergency. If a dog is particularly nervous, we often leave a portable radio playing in the hallway all night to try to relax the dogs and provide some gentle background noise.
- 2.10.h. Overnight, all dogs are shut into their dedicated rooms with the doors fully closed. Dogs from the same household may share a room if this has been agreed by the owner and they have provided consent for this to happen.
- 2.10.i. Some dogs can be very nervous and this can cause them to whine or bark overnight. If an owner makes us aware of this, we can allocate that dog the bedroom when they stay so that they will always have a human close by overnight. A radio playing usually prevents or helps with barking and whining or they may be asking to go out to toilet. We will offer them out to toilet, have a quick check to ensure nothing is bothering them physically and then put them back into their room. If the whining and barking continues, we will ignore so we are not rewarding this behaviour with attention. If the whining and barking does not improve throughout the stay, we will need to contact the owner and Emergency Contact to try to make alternative arrangements for caring for the dog.
- 2.10.j. Whilst Nythe Farm Home Boarding have plenty of dog beds and blankets (regularly cleaned) which can be used by all boarders, owners are welcome to send their dog with their own bed and blankets etc. There is a risk that items brought with the dog could be damaged while staying with us and Nythe Farm Home Boarding cannot be held responsible for any items sent with the dogs.

2.11. Welfare Checks

- 2.11.a. Forms: NFHB Daily Report Card 2022 & NFHB Weekly Report Card
- 2.11.b. Dogs are never left unattended (unless in an emergency) so their welfare is under constant review and we are able to closely monitor them. A formal welfare check is completed during a dogs individual play, welfare and enrichment time where grooming (if requested by owners) and general checks are completed. We will check a dogs eyes and ears and mouth to ensure there are no signs of infections or allergies and check the dogs coat for any signs of parasites, injuries or ticks etc. A Daily Report Card is completed for each dog recording any concerns or any specific behaviours that have been witnessed. The completed cards will be offered to the owner at the end of their dogs stay although, any immediate concerns will be raised with the owners as and when they occur to discuss next steps. Any concerns or issues identified and recorded on Daily Report Cards will also be recorded on the Nythe Farm Home Boarding Welfare Log.
- 2.11.c. If we find a dog has a runny nose, gunky eyes or anything else that may be abnormal for the dog, we will call the owner to let them know if it is serious. If it is not serious and doesn't cause concern, we will clean the area and keep an eye on it, and let the owner know when they come to collect their dog and record on the Welfare Log and Daily Report Card.
- 2.11.d. If we find any lumps, bumps or anything we do not feel is normal for the dog, we may call or text the owner to confirm they are aware.

- 2.11.e. We offer a daily update for each owner over email or text including photographs if the owner would like this so that they can see what their dog is up to and how they are settling in. We understand that not everyone would like this as they miss their dogs when they are away so we ask owners if they would like a daily update when they drop off their dog.
- 2.11.f. If welfare concerns are raised that cause a direct risk to the dog (not eating, signs of virus etc.), we will contact the owner or Emergency Contact to discuss next steps. If neither of the contacts are available, we reserve the right to contact a vet for advice.
- 2.11.g. If a dog is boarding with us for a longer period of time (over three weeks), we will ensure that, on top of the thorough daily Welfare Checks already undertaken, we are monitoring the dogs weight to ensure it is being maintained. This will be completed by weekly weight checks using scales located at a vets practice to ensure measurements are accurate. Dogs will be transported to the vets as per the Transportation protocol detailed within this document. Vets advice will be sought where any concerns arise. If a dog is staying for over six months, a six month health check will be performed by a vet as per usual guidelines. Any issues will be recorded in the Welfare Log.
- 2.11.h. We don't want to have to call owners unnecessarily while they are away, so we request them to tell us ANYTHING we may need to know. e.g – dog is prone to ear infections, warts, bumps etc.

2.12. Prescribed and Over the Counter Medicines

- 2.12.a. Forms: NFHB Medicine Record Sheet 2022
- 2.12.b. At Nythe Farm Home Boarding, we are more than happy to administer medication in accordance with veterinary advice and when we have received consent from the owner.
- 2.12.c. Unfortunately, we are not able to board animals who require medication via injection.
- 2.12.d. When an owner drops their dog to us, we ask them to ensure that they have clearly recorded the exact dose, how often the medication is to be provided and what exactly the medication is for on their Registration Form, any changes to the information contained on the Registration Form will have to be made in writing prior to arrival. These details will be written in the dogs notes and also recorded on the whiteboard and in the Medication Log which we will complete each time we give medication to a dog.
- 2.12.e. Prescribed medicines are stored safely and in accordance with the manufacturer's instructions, in a location that dogs cannot access or reach (cupboard or fridge).
- 2.12.f. Any medication provided by owners is recorded on the whiteboard so that it is clear which medication is for which dog.
- 2.12.g. Each dogs food is prepared separately to ensure there is no risk of contamination.
- 2.12.h. Any unused medicine is returned to the owner when they come to collect their dogs.
- 2.12.i. Any used medicines are discarded into an outdoor bin which is not accessible to dogs.

2.13. Customer Delays

- 2.13.a. We ask owners for a rough pick up time on their dogs day of departure to ensure that no pickups overlap. We understand that plans can change and delays with transport can occur so we will always remain as flexible as possible.
- 2.13.b. It may not always be possible to keep a dog for an extra night(s) if we have other dogs booked in but we will endeavour to do so as long as our numbers stay within our licensed limits.
- 2.13.c. If it is not possible to extend the stay of a dog due to other bookings, we will firstly try to contact the Emergency Contact to see if they can pick up the dog. If this is not possible, we will be forced to contact other licensed facilities in the local area.

- 2.13.d. We ask owners to consent for their dog to go into kennels in the case of an emergency, if an owner has not consented to this, we will explore other options.
- 2.13.e. As a last option, we would move residents dogs to stay with family to ensure that we can keep the dog for a longer period within our licensed numbers.

2.14. Puppy Procedures

- 2.14.a. Unfortunately, Nythe Farm Home Boarding do not accept bookings from dogs under one year of age unless being boarded with another dog unless in special circumstances. They must have had their booster vaccinations and Kennel Cough vaccinations at least two weeks prior to staying with us.
- 2.14.b. If a lone puppy is staying at Nythe Farm Home Boarding, no other bookings will be taken at the same time to ensure that the puppy can be given the attention a young dog requires and extra enrichment time can be provided to them.
- 2.14.c. Puppies are still growing so we will limit the amount of exercise and mental stimulation to ensure their welfare. Walks will be limited for puppies but access will still be provided to the Play Field although this will be closely monitored. Puppies need rest to grow so we will ensure regular 'time outs' as agreed with the owner.
- 2.14.d. We will not allow puppies to play in the sand pit or paddling pool so that they do not jump to cause any harm to their growing bones at such a young age.
- 2.14.e. Puppies will not be allowed to jump up and off of furniture so will usually be allocated a room without any furniture to ensure this cannot happen.
- 2.14.f. Puppies will require more regular comfort breaks, we ask the owner to confirm their usual routine to us so we ensure that the puppy is being offered sufficient opportunities to go to the toilet. Puppies will be offered comfort breaks through the night if required.
- 2.14.g. The owner can request that their puppy is placed in a crate to rest if this forms part of their usual routine. The owner will be asked to consent to this on the Registration Form.
- 2.14.h. We will always endeavour to follow the owners training plan as closely as possible.
- 2.14.i. We also encourage owners to bring their own bedding/ items that smell of home in order to help the dogs settle in.

2.15. Resident Cats and Other Pets

- 2.15.a. There are three small animals on the premises at Nythe Farm Home Boarding, a hamster and two guinea pigs. These animals are kept completely separate to boarding dogs (upstairs where dogs cannot access and on a separate lawn that boarding dogs cannot access).
- 2.15.b. Nythe Farm is an arable farm so no livestock is present around the premises.

2.16. Cleaning Protocols and Maintenance

- 2.16.a. A thorough cleaning policy is in place at Nythe Farm Home Boarding to ensure that all accessible areas (inside and outside) are cleaned daily. There is checklist on display at Nythe Farm Home Boarding to track daily and weekly cleaning task. This checklist is available to view and can be inspected at any time.
- 2.16.b. The daily cleaning regime includes the mopping of all hard surface floors using Zoflora which is an animal safe disinfectant to kill any potential bacteria. All surfaces where food is being handled or prepared will be cleaned using single use Dettol wipes to ensure any potential illness or diseases do not spread. All carpeted areas are hoovered daily and a Rug Doctor carpet cleaner is used once per month.
- 2.16.c. All water bowls are emptied and rinsed daily and are washed through a dishwasher weekly or in between boarders.
- 2.16.d. Any blankets, duvets, soft toys etc used by boarders are washed through a washing machine (at 60 degrees using non bio washing liquid) weekly or in between boarders.

- 2.16.e. Outdoor areas are cleared regular and poo picked twice per day to ensure that any potential bacteria, illnesses or diseases are unable to spread. Outside patios and hard surface areas are thoroughly cleaned using pet safe disinfectant once per month. Any dog poo is picked up using biodegradable bags and immediately thrown away into a lid sealed outside bin which cannot be opened by dogs. The dog poo is then removed and collected fortnightly during the usual property refuse collections.
- 2.16.f. Dogs are allocated their own towel when they arrive at Nythe Farm Home Boarding which is used for their entire stay and washed during their stay if required. If a dogs collar, coat or lead become dirty while boarding at Nythe Farm Home Boarding we will ensure this is cleaned using pet safe products before they are used again.
- 2.16.g. Toys are checked weekly for any damage or wear and tear and any seen to have defects or damage will be immediately thrown away and replaced.
- 2.16.h. Indoor cleaning will take place when all dogs are outside but, if this is not possible, rooms will be cleaned one at a time and dogs will remain in other rooms or in communal areas (hall ways) until the cleaning has been completed.
- 2.16.i. Once finished, any unused cleaning products will be disposed of down the outside drain (in the drive not accessible to dogs). Any bottles or cardboard boxes will be disposed of in the usual way (recycled where possible). All recycling bins and dustbins are located out the front of the property so are not assessable to dogs.
- 2.16.j. Nythe Farm Home Boarding operate a Maintenance Procedure. All areas are checked weekly and, any potential issues are recorded in the Maintenance Log. A family member visits the premises weekly to complete any general maintenance tasks. Advice will be sort by registered tradespeople should a more serious or urgent matter arise (broken fence panel etc.). No dog will have access to any unsecured area as a result of a maintenance issue until the issue has been resolved.
- 2.16.k. A dog First Aid Kit is located on the premises at all time. The kit is checked monthly to ensure all items are within use by date and fit for purpose.

3. Accidents, Incidents and Reporting

3.1. Feedback

- 3.1.a. Nythe Farm Home Boarding complete Daily Report Cards for all dogs boarding with us. These can be provided to owners if requested. We can also provide daily updates for each dog via text message or email if these are requested by owners.
- 3.1.b. If, at any point, we have to separate a dog or stop the board of a dog due to aggressive behaviour, we will be unable to take any future bookings for the dog.
- 3.1.c. Any incidents or concerns are recorded in the Welfare Log.

3.2. Accidents and Medical Emergencies

- 3.2.a. Should a dog need to visit a vet while boarding with us, we will first make contact with the owner and then arrange to see a local vet.
- 3.2.b. If it is an emergency and we cannot make contact with the owner or Emergency Contact, we will take the dog to the vet and continue to try to make contact with them. We will make every effort to get an emergency appointment with the dogs usual vet, but if this is not possible, we will organise an appointment via Drove Vets who are the registered vets for Nythe Farm Home Boarding.
- 3.2.c. As part of the Registration process and Service Agreement, owners have agreed that we hold the right to seek medical attention for their dog when in our care.
- 3.2.d. In the very unfortunate event of a death to one of our boarding dogs on the premises of Nythe Farm Home Boarding, we will immediately make contact with the owner or Emergency Contact.
- 3.2.e. We will try to contact the dogs usual vet practice first but, if they are not available, we will contact Drove Vets to remove the dog and they will store the dog as per the agreed protocols. It is the owners choice what will then happen to the dog. If the death is sudden or unexplained, the vets may wish to do a post mortem.

- 3.2.f. The dogs body will be stored away from all other dogs in isolation until it can be recovered.
- 3.2.g. A thorough check of the scene will be made, to determine if the death was caused at the fault of Nythe Farm Home Boarding or not. If so, Nythe Farm Home Boarding will take full responsibility.
- 3.2.h. If a boarding dog falls ill when in the care of Nythe Farm Home Boarding, vet advice will be sought as above.
- 3.2.i. If the vet advises euthanasia of the dog, we will contact the owner or Emergency Contact to gain agreement for this to take place. If the dog has an injury or illness which is causing extreme pain or distress, we reserve the right to follow the advice of the vet if they advise immediate euthanasia when it is in the best interest of the dog. Where possible, we will remain with your dog at all times through this process to ensure they are as calm as possible.
- 3.2.j. The dogs body will be stored by the vet as described above until the owner has confirmed what they would like to happen.
- 3.2.k. If a dog does require euthanasia whilst in our care, we will keep a record of this on the dogs/ owners file for three years as per DEFRA requirements.
- 3.2.l. A vet visit will be recorded on the Welfare Log. If the dog is diagnosed with an infectious disease, this will be recorded on the Infectious Diseases Log along with incubation period.
- 3.2.m. Dog First Aid Kits are located on the premises and in the car. In case of emergency, only Michelle Law or Victoria Law are able to provide first aid to boarding dogs as they are fully trained.

3.3. Incidents

- 3.3.a. All incidents will be reported on the Welfare Log and can range from an accidental injury caused by dogs playing, a dog bite or fight, a dog ingesting something it shouldn't have all the way through to fire or flood. Incidents are categorised as either minor, intermediate, serious or major.
- 3.3.b. A minor incident would be categorised as an incident that could not have resulted in an injury to a dog or person. For example, a dog having a minor disagreement (only growling or warning another dog). The owners would not be contacted in this occasion unless the minor incident occurred multiple times, making it an intermediate incident. These incidents would be recorded on the Welfare Log and on the dogs Daily Report Card. The owner would be informed when they came to collect the dog and we would note any further action that was taken or is required.
- 3.3.c. A minor incident does not require any action to be taken or only minor action to be taken (i.e temporary removal of a toy or temporary separation of dogs).
- 3.3.d. An intermediate incident would be categorised as an incident that could have resulted in injury to a dog or person or has resulted in a minor injury to a dog or person. For example, this could be a minor, accidental dog bite (when dogs were playing) or a minor injury as a result of a dog catching a dewclaw. The owners would be informed of an intermediate incident and any immediate action taken (i.e separation or first aid) and any further action that may be required if the dog has been injured. An intermediate incident may result in first aid needing to be administered or vet advice being sought as a precaution but, if the injury is serious enough to require immediate assistance from a vet, this would be classed as a serious incident. These incidents would be recorded on the Welfare Log and on the dogs Daily Report Card. The loss of Water or Electricity for less than 24 hours would class as an intermediate incident.
- 3.3.e. A serious incident is categorised as an incident that has resulted in an injury to a dog or person. For example, a dog fight that has caused a nasty bite or a dog ingesting something it shouldn't have (a toy or non-prescribed medication for example). Any serious incidents will be reported to the owners immediately as it is very likely that a vet visit will be required to either treat a bite or induce vomiting in the examples given above. The usual vet protocol will be followed in this situation (will attempt to see dogs own vet etc.). These incidents would be recorded on the Welfare Log and on the dogs Daily Report Card. The loss of Water or Electricity that lasts over 24 hours would be classed as a serious incident.

- 3.3.f. A major incident is categorised as an incident that requires the immediate evacuation and closure of the premises, for example fire, flood or serious infectious disease. There is a Fire and Flood Procedure in place and this is listed below. There is also Dog Bite Procedure in place that is also listed below. The Infectious Disease Procedure is detailed under section 3.4 Isolation and Quarantine for Dogs. All owners will be immediately informed of a major incident and Emergency Contacts would be requested to collect the dogs. If this is not possible, alternative accommodation and care would be sought for the dogs in our care.
- 3.3.g. If a dog is deemed too dangerous to remain on the premises, the owner or Emergency Contact would be asked to collect the dog within five hours of notification. If collection is not possible, we reserve the right to make a booking with a local boarding kennel where the dog will be isolated to ensure that no further injuries occur to dogs. It would not be responsible for us to seek another home boarding setting as this would usually be shared with other dogs. Our first choice kennel would be Dukesmead Boarding and Cattery as this facility is located nearby to our premises which would mean that we could visit and ensure the welfare of the dog entrusted to us by their owner.
- 3.3.h. When any incident occurs, we will revisit our Risk Assessment and Procedures and ensure that any relevant updates are made to ensure that this incident does not reoccur. Any updates to policies or procedures will be communicated to owners and they will be asked to sign a new Service Agreement should any changes be made to that document.

3.3.i. Dog Bites

No dogs boarding with Nythe Farm Home Boarding will be handled by members of the public. In the event that a resident or other dog is bitten by a boarder, the dog must immediately be separated when safe to do so. Medical or veterinary advice should be immediately sought.

All owners will be notified of the incident to discuss next steps. The dog that has bitten cannot be housed with other dogs or boarders for the remainder of the stay and, if possible, Nythe Farm Home Boarding will contact the Emergency Contact to collect the dog. The incident will be recorded on the Welfare Log and the entry (with all details) will be provided to the owner when the dog is collected as they may want to seek vet or behaviourist support. It will be up to the resident or bitten dogs' owner to decide whether to take further action against the dog or owner.

3.4. Isolation and Quarantine for Dogs

- 3.4.a. Should a disease or infectious outbreak become apparent on the premises at Nythe Farm Home Boarding, the local vets will be notified immediately.
- 3.4.b. The infected or ill animal will be seen immediately by a vet and either transported by Nythe Farm Home Boarding to a vet, or the vet will come to site. Every effort will be made to arrange for the dog to be seen by their own vet practice but, if not available, the dog will be treated by Drove Vets who are the registered vets for Nythe Farm Home Boarding.
- 3.4.c. If the infection is serious, we will request that the vet surgery keeps the dog and isolates as appropriate. If this is not possible, we will ensure that any infected dogs are provided with the care they need until alternative arrangements can be made.
- 3.4.d. An up to date vaccination record must be provided prior to boarding and Nythe Farm Home Boarding will take a note of when the vaccination record for each dog has been seen and will be available to review at any time.
- 3.4.e. Dogs must have their annual boosters including Lepto vaccine as well as the Kennel Cough vaccine. Dogs must be vaccinated against parvovirus, distemper, leptospirosis, and hepatitis as well as kennel cough.
- 3.4.f. Dogs must have their required vaccinations for their own safety as well as the other dogs in the care of Nythe Farm Home Boarding.
- 3.4.g. As other dogs will be in our care, all dogs that visit Nythe Farm Home Boarding must have been treated for fleas and worms. If we notice a dog has worms, fleas or any other parasite, we will be in contact with the owner to arrange a vet visit at the dog owners expense. If we notice worms, fleas or any other parasite, we will isolate the dog and they will not be exercised or in contact with any other dogs in our care. If agreed by the owner, we will administer treatment but this consent must be made in writing (email or text message etc.).

- 3.4.h. If a dog becomes ill, they will be immediately isolated and contact will be made with the owner to discuss next steps. In the event that a dog is very ill, vets advice will be sought immediately. Any areas that have housed the dog will be deep cleaned thoroughly with disinfectant to ensure no risk to other dogs within our care and all bowls and other relevant items will be cleaned in a washing machine (at 60 degrees using non-bio washing liquid) or dishwasher.
- 3.4.i. The Emergency Contact will be contacted to make arrangements to collect the dog within five hours of notification (as previously agreed). If, for some reason, the Emergency Contact is not available to collect the dog straight away, Nythe Farm Home Boarding will continue to isolate the dog and use a separate garden for exercise for as long as necessary.
- 3.4.j. Depending on the disease, it may be appropriate for Nythe Farm Home Boarding to close for the incubation period of the disease (as advised by the vets) to ensure that the entire premises can be deep cleaned. If the business MUST close, customers will be advised in at least two different ways to ensure that the information has been received. Options that may be used (based on customer preference) are email, telephone, text and messenger systems. Arrangements will be made for the Emergency Contact to arrange collection of the dog within five hours (as previously agreed). Any bookings in place within the incubation period will need to be cancelled and full refunds will be provided along with suggested alternatives that the owners could try.
- 3.4.k. Thorough hand washing, plastic gloves and plastic aprons will be used when interacting with a sick dog. An ISO box is already made up so it is easily accessible should a dog require isolation. The ISO box includes gloves, aprons, clean bowls and pet safe cleaning wipes. Any used equipment will be bagged and binned in a fully closable bin and taken from the house immediately to ensure there is no risk to any other dogs within our care. All bowls will be cleaned thoroughly using a dishwasher.
- 3.4.l. Pet safe 'Zoflora' will be used to regularly clean hard areas accessible to dogs. A Rug Doctor carpet cleaner will be used on all carpeted floors and furniture.

3.5. Animal Theft / Escape

- 3.5.a. Due to our procedures and security measures, the risk of a dog escaping or being stolen from our premises is extremely low.
- 3.5.b. In the unlikely event that one of our boarding dogs escapes or is stolen from our premises, the owner or Emergency Contact will be notified immediately.
- 3.5.c. All boarding dogs will be provided with a temporary ID tag that has Nythe Farm Home Boarding details included in case of escape.
- 3.5.d. A plan will be made to search for the animal and we will notify local vets, Dogs Lost UK and the dog's microchip company. This is why it is so important that owners provide their dogs microchip details.
- 3.5.e. We will post updates on social media to be shared to help locate the dog or alert that there has been a dog stolen in the local area.
- 3.5.f. If we are required to go out and search for the dogs, a family member will stay with the dogs to ensure they are kept safe. The family member is first aid trained.
- 3.5.g. We will inform the Dog Warden within one hour of the dog being missing. The Dog Warden Service number for the local area is 01793 445501.
- 3.5.h. The following vets will be informed of the theft/ loss with all the relevant details of the dog to share on their social media but also in the event that the dog is brought into them:
- Drove Vets – 01793 522483
 - Eastcott Vets – 01793 528341
 - Vets 4 Pets – 01793 836700
 - Vets Now – 01793 278664
 - Lawn Vets – 01793 644422
 - Thameswood Vets – 01793 511267

3.6. Animal Death

- 3.6.a. In the very unfortunate event of a death to one of our boarding dogs on the premises of Nythe Farm Home Boarding, we will immediately make contact with the owner or Emergency Contact.
- 3.6.b. We will try to contact the dogs usual vet practice first but, if they are not available, we will contact Drove Vets to remove the dog and they will store the dog as per the agreed protocols. It is the owners choice what will then happen to the dog. If the death is sudden or unexplained, the vets may wish to do a post mortem.
- 3.6.c. The dogs body will be stored away from all other dogs in isolation until it can be recovered.
- 3.6.d. A thorough check of the scene will be made, to determine if the death was caused at the fault of Nythe Farm Home Boarding or not. If so, Nythe Farm Home Boarding will take full responsibility.
- 3.6.e. If a boarding dog falls ill when in the care of Nythe Farm Home Boarding, vet advice will be sought as above.
- 3.6.f. If the vet advises euthanasia of the dog, we will contact the owner or Emergency Contact to gain agreement for this to take place. If the dog has an injury or illness which is causing extreme pain or distress, we reserve the right to follow the advice of the vet if they advise immediate euthanasia when it is in the best interest of the dog. Where possible, we will remain with your dog at all times through this process to ensure they are as calm as possible.
- 3.6.g. The dogs body will be stored by the vet as described above until the owner has confirmed what they would like to happen.
- 3.6.h. If a dog does require euthanasia whilst in our care, we will keep a record of this on the dogs file for three years as per DEFRA requirements. If the owner is no longer registered and under contact with us, all other personal data will be destroyed in line with GDPR requirements.

3.7. Animal Abandonment

- 3.7.a. If an owner has not collected their dog as expected on the collection date, we will try to contact the owner and Emergency Contact to collect the dog within five hours of notification.
- 3.7.b. The Customer agrees that if their dog is not collected from Home Boarding or Day Care on the due day, additional fees will apply and shall be paid on collection. If Nythe Farm Home Boarding are unable to contact the Customer or the Customer's Emergency Contact for seven days, it is assumed that the dog has been abandoned and arrangements for re-homing will be made.
- 3.7.c. In the event that the Customer's Emergency Contact is contactable but is unable or unwilling to collect the dog and pay the additional fees, Nythe Farm Home Boarding will make arrangements for the re-homing of the dog.
- 3.7.d. If it transpires that the owner is in hospital or is otherwise unable to collect the dog, we will keep the dog for up to fourteen days on the agreement that additional fees will be paid. We will ask the owner if there is any family member or friend who could collect and care for the dog while they are unable to.
- 3.7.e. If the owner has passed away and we are unable to locate a family member to collect the dog and the Emergency Contact is unable or unwilling to, Nythe Farm Home Boarding will make arrangements for the re-homing of the dog.
- 3.7.f. Advice around how to proceed with rehoming will be sought from Swindon Borough Council and the Swindon Dog Warden.

3.8. Customer Complaints

- 3.8.a. Customer complaints must be received in writing within thirty calendar days of the end of the service which has triggered the complaint.
- 3.8.b. Nythe Farm Home Boarding shall respond to the Customer within seven calendar days of receipt of the complaint.
- 3.8.c. Nythe Farm Home Boarding shall use all reasonably practical measures in order to resolve the issue, and discussions about the complaint are made in good faith.

- 3.8.d. If it is clear that a resolution will not be reached, Nythe Farm Home Boarding will seek legal advice and appoint a solicitor to act on our behalf. Legal fees are covered under our insurance.

3.9. Training and Continuous Professional Development for the Licence Holder and Cover

- 3.9.a. Both Michelle Law (owner) and Victoria Law (daughter, key holder and occasional cover) have completed a Dog First Aid Course developed and approved by Veterinary surgeons and is CPD accredited. The completion certificates are displayed on site at the business premises. Michelle and Vicky will complete this course annually to ensure all knowledge is up to date.
- 3.9.b. Michelle will also take part in webinars and online training and will look for educational books to read to ensure continuous development.
- 3.9.c. Michelle will regularly review Swindon Borough Council guidance notes and DEFRA policies to ensure that procedures and processes are up to date with current guidance.

3.10. Business Owner Cover

- 3.10.a. KEY HOLDERS AND ADDITIONAL SUPPORTERS:

- Victoria Law – 07717 892952 – KEY HOLDER AND COVER
- Rebecca Law – 07883 006057 – KEY HOLDER

- 3.10.b. The above people are family members. Victoria will always be first point of contact as she can be available to attend the premises within 15 minutes. Victoria is first aid trained.

3.11. Veterinary Registration

- 3.11.a. Drove Veterinary Hospital, Stratton Surgery – Unit 6, Hobley Drive, Swindon, SN3 4NS

- 3.11.b. 01793 821821

- 3.11.c. stratton@drovevets.co.uk

- 3.11.d. Monday to Friday 08:30 – 19:00/ Saturday 09:00 – 13:30/ Sunday Closed

- 3.11.e. Emergency out of hours vet contact number – 01793 522483

3.12. Extreme Weather Protocol

- 3.12.a. In the event that the temperature outside is very low (snow, frost etc.), dogs will have more play time inside and would only go outside for toilet breaks. We would ask owners if they wished for their dog to be walked and would ask for consent to be provided in writing (email or text message etc.). We understand that some breeds are hardier than others so it would be up to the owner to decide whether their dog should be walked. If a dog gets wet or muddy, we would dry them off as soon as they are back in the house with their dedicated towel. We would also have warm water available to wash off a dogs feet to ensure that mud is not left drying on them. We would also ensure that the house was heated to an appropriate temperature to ensure the comfort of the dogs. Any coats that owners sent with their dogs would be used whenever the dog was going outside (including for toilet breaks) to ensure the dog does not get cold. We would look out for signs that a dog has gotten too cold (shivering etc.) and would carefully increase the body temperature of the dog using blankets and heaters.
- 3.12.b. In the event that extreme heat is encountered inside the house, we have an air conditioning unit available to cool the core temperature. All curtains would be kept closed to ensure that the sun could not heat the house and we would use portable fans to cool individual rooms and would use cool mats for the dogs to lie on. We would also add ice into the water dishes to ensure that dogs stay properly hydrated.

- 3.12.c. In the event of extreme heat encountered outside, we would adapt our daily routine to ensure that dogs were exercised at the coolest parts of the day. Dogs not suited to walking or exercising in extreme heat or are generally at risk of overheating (older, larger, brachycephalic type dogs) would only be offered walks early in the morning or late in the evening (but only if the temperature was cool enough). In the event that the temperature remained hot all day, at risk dogs would not be taken for walks at all and would, instead, have longer in the Play Field to get their daily exercise at their own pace. We do have paddling pools and sand pits available to help the dogs cool down and we would recommend owners bringing cool coats with their dogs in the event that the weather forecast predicts high temperatures. We would not walk or exercise a dog that we thought was at high risk or if requested by the owner, we have plenty of space indoors to exercise or play with dogs not suited by extreme heat. We would also add ice into the water dishes to ensure that dogs stay properly hydrated. If we suspected that a dog was not coping well outside, we would bring the dog inside to a cool room, use a cooling mat and offer water. If we suspected a dog was experiencing heat stroke, we would lie them down and use a cold, damp towel to try to lower their body temperature and offer plenty of cold water, contact the owner and seek veterinary advice.

3.13. Infection and Disease Control for Humans

- 3.13.a. This policy will be activated if the UK government announces a serious medical health risk or event that will impact the operation of the business or licensed activities. As each event is likely to be completely different and will be governed by a set of unique and specific rules, it is not possible to outline exact procedures and protocols that will be followed, however government and official industry specific guidance will be followed. As the events covered in this procedure are infectious to humans (and possibly animals as well if zoonotic), the basic intention of the business is to prevent the spread of the infection whilst in operation and this should be considered by the reader as the spirit in which the document is written.
- 3.13.b. General government advice on the event will be sought either by official statements on television or radio from the UK government, or via the .gov website. Unofficial sources of information will be fact checked to ensure that the business does not follow advice based on 'fake news'.
- 3.13.c. Information on whether the business may remain open will be gathered from the UK .gov website, or from a legitimate source (in writing) such as DEFRA or CFSG. If information relating to the licenced activities is not detailed via any of these sources, a suitable source for information shall be requested from the licence team at the local authority.
- 3.13.d. The licence holder will check for updates on government or official guidance relating to the operations of the business daily. If guidance is changing frequently, copies may be stored electronically rather than being printed out.
- 3.13.e. If the business MUST close, customers will be advised in at least two different ways to ensure that the information has been received. Options that may be used (based on customer preference) are email, telephone, text and messenger systems. Where the business is required to close as per government advice, and the closure causes a potential animal welfare issue for a customer's dog, the business will use all reasonable measures to assist the customer in finding an appropriate way to cover the dog's welfare needs, consulting with the local authority or other sources of expertise that are available (official industry associations etc).
- 3.13.f. If the business can remain open (or once the business can reopen), a risk assessment will be completed to address the specific risk factors pertaining to the scenario. The risk assessment will cover various aspects of the guidance within the specifics of the licence holder's property and vehicles. Scenarios from a human perspective will include the inability to source any mandatory PPE and cleaning materials, the situation where a customer falls ill, and the licence holder falls ill. From a dog perspective, dog injury and illness will be covered (as vets may be impacted by the event) and lost dogs (as services such as the Dog Warden may be unavailable). Customers who cannot return to collect boarding dogs as they are trapped in other countries / regions (causing a breach of licence numbers) will also be considered.
- 3.13.g. The risk assessment will be stored with the company records and procedures and the local authority (on request). The risk assessment will form the basis for briefing any household members, volunteers or staff on the changes that must take place during the event period. The risk assessment is updated / amended every time the guidance for the business is amended by either the government or an official industry advisor.

- 3.13.h. Staff, household members and volunteers will be briefed on the changes, and a record of the briefing will be filed with the risk assessment. A signature or an email acknowledgement from everyone that has been briefed will be kept. A copy of the government guidance and industry specific guidance will be provided to each person that has been briefed. This process will be repeated every time the guidance is reviewed which will trigger an update of the risk assessment and a new team briefing.
- 3.13.i. Based on the risk assessment, customers will be advised in writing of the services available and the changes to procedures that will impact them. Procedures to include will be collection and drop off of dogs from their home, drop off and collection of dogs from the business, any changes to the supply or provision of equipment, any cleaning protocols for the dog or items that accompany the dog (including the chemicals being used – consider dog and customer allergies), and also consider adding information regarding what might happen if the customer (or a member of their household) falls ill, and what might happen if the licence holder (or a member of the licence holders household) falls ill.
- 3.13.j. If a customer (or a member of their household) falls ill, government / industry guidance will be followed which may mean the suspension of daily services for that family. If the customer and family are too ill to care for their dog, and do not have another option for the dog's care, home boarding may be offered to support the dog from an animal welfare perspective.
- 3.13.k. If the licence holder (or a member of their household) falls ill, government / industry will be followed regarding the isolation protocol for infected individuals. Daily activities such as walking, home visits and day care are likely to have to stop with immediate effect. Dogs that are home boarding may be able to stay in the licence holder's home if the customer wishes this, but only if there is an adult who is fit and well available to care for the dog. Dogs will not be walked during the period that the licence holder's household is in self isolation / infected. If the customer does not wish for the dog to remain in the licence holder's home, or there is no one well enough to care for the dog, the customer's emergency contact must collect the dog. The collector must be briefed on any cleaning / hygiene requirements necessary and the dog must be transferred in accordance with any government or industry protocols that are in place.

3.14. General Emergency Protocols

3.14.a. Emergency Telephone List:

- Police 999 or 101
- Fire 999
- Victoria Law – 07717 892952 – KEY HOLDER AND COVER
- Rebecca Law – 07883 006057 – KEY HOLDER
- Drove Vets – 01793 821821
- Out of Hours Vets – 01793 522483
- Swindon Dog Warden – 01793 466453

3.14.b. Emergency Procedure in event of loss of Electricity:

In the event of a power cut, we will ensure that any power sockets that would normally be in use are switched off to prevent fire.

We will also ensure that any of the following are turned off:

- Washing Machines
- Tumble Dryers
- Lights
- Heaters/ Fans
- Anything plugged into sockets

As soon as a power cut becomes apparent, we will begin to investigate to find out if the power cut is local and how long the power will be out for and whether someone is already fixing the fault. We will contact an electrician if and as soon as we know that the fault relates to Nythe Farm Home Boarding and is not being repaired by the utility company.

For short periods of power supply issues, we should be able to manage without any additional measures as the Nythe Farm Home Boarding premises are large and airy and easy to keep cool. Extra blankets or bedding will be provided if the power cut takes place over winter and is only going to last for a couple of hours and we would be using convector or electric heaters. Our heating and hot water can be managed by wood burner so a power cut should not impact on our central heating or ability to provide hot water for cleaning etc.

In the event of power supply issues being longer than a couple of hours, we do have back up generators on the premises to ensure we can provide hot water for cleaning and general heating quickly for dogs when the wood burner is not in use (in the Summer for example).

When the electricity supply is restored, we will turn back on all the essentials such as heaters/ fans, washing machines etc.

3.14.c. Emergency Procedure in event of loss of Water

In the event of loss of water supply, cleaning will still be completed as thoroughly as possible.

Many bottles of water can be purchased in order to refill and keep water bowls clean and fresh.

Cleaning without water means that we will be unable to use our usual liquid disinfectant so spot cleaning will be completed using animal safe disinfectant wipes and floor wipes to ensure that spaces are kept free of bacteria. We will use mineral water heated by the kettle when hot water is required for feeding or when a more thorough clean is required (dog wee or poo in the house etc.) or in the case we expect an animal is sick.

As soon as the water supply is returned, usual cleaning will take place as detailed within our Cleaning Policy.

Should we know in advance that there will be water loss, cleaning will take place prior to the planned loss, any items will be washed in advance and all water bowls will be filled with fresh water from the taps.

Bottles of water will be kept both in the fridge and at room temperature to ensure that cold water is available if required.

3.14.d. The Care of Dogs in the event of a fire/ other extreme circumstances

In the event of a fire or extreme circumstance situation on the premises of Nythe Farm Home Boarding, where the property is un-usable and not suitable to board, the dogs will be moved to safe and comfortable location. Our Play Field is our evacuation point, all dogs will be moved to the field and will not be left unattended at any time.

We will always look to take as many contact numbers as possible from an owner when they drop their dogs to us and we will contact them if the arrangements can be made for someone to collect the dog.

If this is not possible, Nythe Farm Home Boarding will house pets with other registered boarding facilities within the local area, but ensure that the dogs' lifestyle and enrichment and exercise plan is kept as similar as possible to the plan agreed with us where possible.

For this reason, it is essential all owners bring in their microchip numbers with their pets, and any medications that are needed.

No dog will ever be left unattended and will remain with us while an appropriate plan is put into place.

Local vets will be contacted to see if they can help and will be made aware of the situation.

Owners will be given the option to use another boarding facility and then the transfer can be made from Nythe Farm Home Boarding to the next facility.

Other boarding facilities that we have noted in the local area who may be able to help us in the event of emergency is follows:

- Dukessmead Kennels and Cattery – 01672 841224
- Poshpups – 07768 892568
- TLC Pet Sitting – 01793 875988

If, in the event the Emergency Contact could not collect the dog and all of the above establishments were full or unable to take the dog, we would contact the establishments listed under the following link on the Swindon Borough Council website: https://www.swindon.gov.uk/directory/53/licensed_premises_for_animals/category/254.

- 3.14.e. In the event of revocation or suspension of our licence mid-board, we would approach the Local Authority to confirm the urgency for removing dogs from our care. If we would need to remove the dogs before the owners were due to return home, we would contact the Emergency Contact to collect the dogs immediately. A formal email or text message would be sent to all current and upcoming customers to explain the situation and confirm next steps.

Owners will be given the option to use another boarding facility and then the transfer can be made from Nythe Farm Home Boarding to the next facility.

Other boarding facilities that we have noted in the local area who may be able to help us in the event of revocation or suspension of our licence is follows:

- Dukesmead Kennels and Cattery – 01672 841224
- Poshpups – 07768 892568
- TLC Pet Sitting – 01793 875988

If, in the event the Emergency Contact could not collect the dog and all of the above establishments were full or unable to take the dog, we would contact the establishments listed under the following link on the Swindon Borough Council website: https://www.swindon.gov.uk/directory/53/licensed_premises_for_animals/category/254.

- 3.14.f. In the event that the licence passed away, a family member and key holder would attend the dogs and approach the Local Authority to confirm the urgency for removing dogs from their care. The key holder would contact the Emergency Contact to collect the dogs immediately. A formal email or text message would be sent to all current and upcoming customers to explain the situation and confirm next steps.

Owners will be given the option to use another boarding facility and then the transfer can be made from Nythe Farm Home Boarding to the next facility.

Other boarding facilities that we have noted in the local area who may be able to help us in the event of revocation or suspension of our licence is follows:

- Dukesmead Kennels and Cattery – 01672 841224
- Poshpups – 07768 892568
- TLC Pet Sitting – 01793 875988

If, in the event the Emergency Contact could not collect the dog and all of the above establishments were full or unable to take the dog, we would contact the establishments listed under the following link on the Swindon Borough Council website: https://www.swindon.gov.uk/directory/53/licensed_premises_for_animals/category/254.

3.15. Fire Evacuation Protocol

3.15.a. EXIT POINTS:

- 1st Floor – down stairs and immediately to road side exit door. In the event of an emergency, an emergency window is located at the end of the landing which could be used to evacuate in an emergency.
- Kitchen – depending on location of fire, usual exit route would be via the road side exit door. In the event that this route was blocked, the front or back doors could also be used.
- Playroom – depending on location of fire, usual exit route would be via the road side exit door. In the event that this route was blocked, the front or back doors could also be used.
- Bedroom (ground floor) – bedroom is located directly next to the road side exit door so this would be the exit used in case of emergency.
- Living Room – living room is located directly next to the road side exit door so this would be the exit used in case of emergency.
- Back Room – the back is located directly next to the shed side exit door so this would be the exit used in case of emergency.

3.15.b. GENERAL NOTES:

- For the avoidance of doubt - whilst the intent of this document is to evacuate all humans and animals from the property in the event of an emergency, should a conflict of interests prevail, human life takes precedence.
- Each emergency should be considered on an individual basis and listed procedures only be performed if it is safe to do so.

3.15.c. FIRE PROCEDURE

Upon Discovery of Fire:

- Leave fire area immediately
- Close all doors behind you
- Alert occupants of building by yelling "Fire" or by loud whistle
- Only tackle the fire if it is safe to do so. A powder fire extinguisher is located by the front door of the property
- Evacuate animals when it is safe to do so to the designated muster point (Play Field)
- Use nearest available safe exit to leave building
- Proceed to designated muster point (Play Field)
- Telephone Fire Brigade by dialling 999 when it is safe to do so from a safe location
- Always remain calm

Upon Hearing of a Fire condition:

- If safe to do so, visitors or support contacts can assist with evacuating animals/occupants
- Leave fire area immediately
- Close all doors behind you
- Only tackle the fire if it is safe to do so. A powder fire extinguisher is located by the front door of the property
- Leave building via nearest safe exit, you can assist with evacuation of dogs if it is safe to do so
- Proceed to the designated muster point (Play Field)
- Telephone Fire Brigade by dialling 999 when it is safe to do so from a safe location
- Always remain calm

3.15.d. EXIT PROCEDURE:

- Raise the alarm by yelling "Fire" or by loud whistle
- If help or support is available on site, they can assist with the evacuation and also call the fire brigade as evacuation is the first priority
- Only tackle the fire if it is safe to do so. A powder fire extinguisher is located by the front door of the property
- Locate house and vehicle keys if there is time to do so
- Locate dog leads and attach to dogs if there is time to do so – priority has to be to get everyone out of the property
- Exit through the nearest exit and make way to muster point (Play Field)
- Once safely evacuated, phone fire brigade and key holder to come and assist with the emergency if this has not already happened.

3.15.e. EMERGENCY RESPONSE:

- The nearest exits are listed for each dedicated boarding room above in 3.15.a.
- It may not always be possible to use the nearest exit. There are four separate exits at the premises, all can be used in the event of evacuation without risk of dogs escaping the property onto the road.
- The above exit procedure should be followed at all times.
- The Play Field is located well away from the property and will be a safe to hold the dogs until the Fire Brigade have arrived. Shelter is available under trees in the event of rain or extreme heat.
- Once the Fire Brigade has attended and reviewed the situation, if they conclude that the property is unsafe and you can not return, all owners and Emergency Contacts will be contacted to explain the situation and request that dogs are collected. An electronic copy of all contact details will be available at all times and can be accessed via an email account on any phone, tablet or laptop.

- If it is not possible for the dog to be collected, Owners will be given the option to use another boarding facility and then the transfer can be made from Nythe Farm Home Boarding to the next facility. The dogs will be transferred using the usual vehicle where possible. If this is not possible, a family member will transport the dogs who will be safety restrained in the car at all times.

Other boarding facilities that we have noted in the local area who may be able to help us in the event of emergency is follows:

- Dukessmead Kennels and Cattery – 01672 841224
- Poshpups – 07768 892568
- TLC Pet Sitting – 01793 875988

If, in the event the Emergency Contact could not collect the dog and all of the above establishments were full or unable to take the dog, we would contact the establishments listed under the following link on the Swindon Borough Council website: https://www.swindon.gov.uk/directory/53/licensed_premises_for_animals/category/254.

- If any persons are injured by fire or during the evacuation, medical advice will be sought.
- If any dogs are injured by fire or during the evacuation, vets advice will be sought.

3.15.f. KEY HOLDERS AND ADDITIONAL SUPPORTERS:

- Victoria Law – 07717 892952 – KEY HOLDER AND COVER
- Rebecca Law – 07883 006057 – KEY HOLDER
- Daniel Thompson – 07769 259657 – OFF SITE KEY HOLDER – 34 HIGHCLERE AVENUE, SWINDON, WILTSHIRE, SN3 1HB.

3.16. Record Keeping

- 3.16.a. Records are kept for 3 years from the date that notice has been served by either party. If neither party serves notice, records are kept for 3 years from the last time that the dog is collected.
- 3.16.b. Electronic records are backed up at least quarterly to a remote hard drive. All contact numbers are stored on an email account address book so that they are accessible at all times (even in the event of emergency).
- 3.16.c. Records are stored taking GDPR and HMRC requirements into account.

4. Document Management

- 4.1.a. A copy of this document is kept on file in hard copy and electronically and can be provided as and when requested.
- 4.1.b. In an emergency, a hard copy of this document can be located 34 Highclere Avenue, Swindon, SN3 1HB.
- 4.1.c. This document will be reviewed and, if required, updated every six months or any time that an incident occurs to ensure policies remain fit for purpose.

READ AND UNDERSTOOD BY:	Signature	Date
Michelle Law (Owner & Licence Holder)		
Victoria Law (Key Holder & Occasional Cover)		
Rebecca Law (Key Holder)		
Daniel Thompson (Key Holder)		

Date	Version	Changes Required	Complete (Initial)
06/07/22	1.0	New Document	ML
06/07/22	2.0	Updated following inspection	ML