

THE DOG LOUNGE

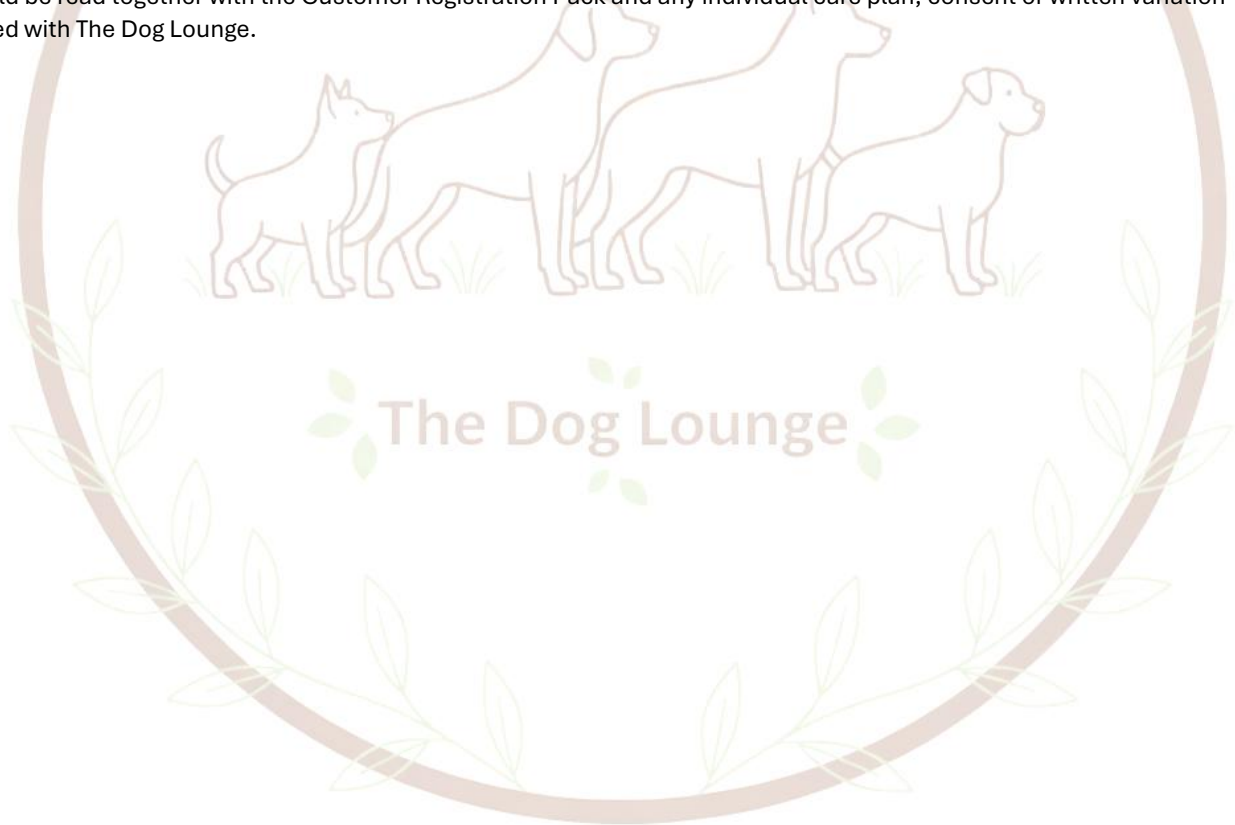
CUSTOMER POLICY PACK

Dog Day Care Policies • Terms & Conditions • Owner Responsibilities

Document	The Dog Lounge Customer Policy Pack
Version	1.1
Effective date	September 2026
Review date	September 2027 or sooner if required
Approved by	L Wright – Owner
Status	Controlled customer document

PLEASE READ BEFORE SIGNING THE CUSTOMER REGISTRATION PACK

Purpose. This pack explains the terms, policies and welfare standards that apply when a dog attends The Dog Lounge. It should be read together with the Customer Registration Pack and any individual care plan, consent or written variation agreed with The Dog Lounge.



Legal & Regulatory Framework

Animal welfare and licensing. The Dog Lounge operates as a commercial dog day-care provider in England and its licensable activity is governed by the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, including the general conditions in Schedule 2 and the specific conditions for providing day care for dogs in Schedule 4, Part 4. The applicable DEFRA statutory guidance for dog day care should be read alongside those Regulations.

Animal Welfare Act 2006. Nothing in this pack reduces the duty to protect the welfare of animals. Care decisions will be made with regard to the dog's individual welfare needs and the need to prevent unnecessary suffering.

Consumer Rights Act 2015. Services supplied to consumers must be performed with reasonable care and skill. These Terms & Conditions are intended to be fair and transparent. Nothing in this pack excludes or restricts any statutory right or any liability that cannot lawfully be excluded or restricted.

Data protection. Personal information will be handled in accordance with applicable UK data-protection law, including the UK GDPR and Data Protection Act 2018. CCTV and personal data will be used only for stated and lawful purposes in accordance with The Dog Lounge Privacy Notice.

Other applicable law. Where relevant, The Dog Lounge will also comply with applicable health and safety, equality, consumer-protection, employment, fire-safety and dangerous-dogs legislation, together with the conditions of its local-authority licence and applicable insurance requirements.

Order of precedence. If any wording in this pack conflicts with mandatory legislation, a licence condition or a lawful direction of the licensing authority, the mandatory legal or licensing requirement takes precedence. Any remaining provisions continue to apply so far as legally permitted.

Plain-English Contract Principle

This document uses legal wording where it protects the business, the customer or animal welfare, but it is deliberately written so customers can understand what they are agreeing to. A clause is not intended to operate more widely than the law permits.



THE DOG LOUNGE | CUSTOMER POLICY PACK

Welcome to The Dog Lounge Welcome to The Dog Lounge. The welfare, safety, comfort and happiness of every dog in our care are at the heart of how we operate. This Customer Policy Pack explains the policies, procedures and conditions that apply when a dog attends The Dog Lounge. These policies are designed to help us provide a safe, professional and enjoyable day-care environment while ensuring that owners understand their responsibilities. 1 All customers must read this Customer Policy Pack in full before completing the Customer Registration Pack. By signing the declaration contained within the Customer Registration Pack, the owner confirms that they have:

- Read and understood the Customer Policy Pack.
- Agreed to comply with the applicable Terms & Conditions and policies.
- Provided complete and accurate information about their dog.
- Disclosed relevant medical, behavioural and welfare information.
- Understood their responsibilities as the dog's owner or authorised keeper.
- Agreed to notify The Dog Lounge promptly if relevant information changes. Where a specific consent or authorisation is required, this will be obtained separately within the Customer Registration Pack. The Dog Lounge reserves the right to review and update its policies where reasonably necessary, including to reflect changes in legislation, licensing requirements, veterinary guidance or the operation of the business. Customers will be informed of material changes where appropriate. Contents



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Important The safety and welfare of the dogs in our care depend upon owners providing us with honest, complete and up-to-date information. Owners must tell The Dog Lounge about any relevant change in their dog's:

- Health or medical condition. 4
- Medication.
- Behaviour or temperament.
- Bite or aggression history.
- Mobility or additional care requirements.
- Vaccination status.
- Flea, tick or worming status.
- Diet or allergies.
- Reproductive status, including a female dog coming into season.
- Veterinary details. Information that may affect the safety or welfare of the individual dog, other dogs, staff or visitors must never knowingly be withheld. Our aim is not to exclude dogs unnecessarily. Where reasonably possible, we will consider each dog's individual age, health, ability and welfare needs when deciding whether day care remains suitable. However, The Dog Lounge must always prioritise the safety and welfare of all dogs and people within the premises.



Section 1 – General Terms & Customer Responsibilities

1. Customer Terms & Conditions These Terms & Conditions apply to all dogs attending The Dog Lounge and form part of the agreement between The Dog Lounge and the dog's owner or authorised keeper. Owners must read the complete Customer Policy Pack before completing and signing the Customer Registration Pack.

1.1 Registration Before a dog can attend The Dog Lounge, the owner must: 5

- Complete the required Customer Registration Pack.
- Provide accurate and complete information about their dog.
- Provide current vaccination evidence and any other health information requested.
- Provide veterinary and emergency contact details.
- Disclose any known medical conditions, allergies, disabilities or additional care requirements.
- Disclose any known behavioural concerns, aggression, bite history, resource guarding, fear or other behaviour that could affect safe day care.
- Complete any required Trial Day and suitability assessment. Registration or completion of a Trial Day does not automatically guarantee acceptance or continued attendance.

1.2

Owner Responsibility Owners are responsible for ensuring that all information provided to The Dog Lounge is truthful, complete and kept up to date. Owners must promptly inform The Dog Lounge of any change relating to their dog's:

- Health.
 - Medication.
 - Behaviour or temperament.
 - Bite or aggression history.
 - Vaccination status.
 - Parasite treatment.
 - Diet or allergies.
 - Mobility or additional needs.
 - Reproductive status.
 - Veterinary details.
 - Emergency contact information. Owners must not knowingly withhold information that could affect the welfare or safety of their dog, another dog, staff, customers or visitors. False Information, Misrepresentation & Failure to Disclose 6
- Owners have a responsibility to provide The Dog Lounge with complete, accurate and honest information about their dog at registration and throughout the dog's attendance. Owners must not knowingly provide false or misleading information, submit falsified or altered documentation, or deliberately withhold information that could reasonably affect the health, welfare or safety of their dog, another dog, staff, customers, visitors or the operation of The Dog Lounge. This includes, but is not limited to, information concerning:
- Illness or infectious disease.
 - Medical conditions or injuries.
 - Medication.
 - Vaccination or preventative healthcare records.
 - Veterinary information.
 - Neutering or reproductive status.
 - A female dog being in or approaching season.
 - Previous bites or attempted bites.
 - Aggression towards dogs or people.
 - Resource guarding.
 - Significant behavioural concerns.
 - Previous incidents or exclusions from another day-care, boarding or similar establishment.
 - Any other information reasonably relevant to the dog's safe attendance.

Financial Responsibility Where an owner knowingly or negligently provides false or misleading information, supplies falsified documentation or fails to disclose material information, and that failure directly causes reasonably foreseeable loss, injury,

damage or additional expense, The Dog Lounge may seek to recover the reasonable costs and losses directly resulting from that breach to the extent legally recoverable. Depending on the circumstances, this may include reasonable costs associated with:

- Injury to another dog.
- Injury to a member of staff, customer or visitor. 7
- Emergency veterinary treatment.
- Medical treatment or other associated costs.
- Damage to The Dog Lounge's premises, equipment or property.
- Necessary specialist cleaning, disinfection or disease-control measures.
- Managing an infectious disease incident.
- Additional staffing or emergency measures reasonably required as a direct result.
- Temporary closure or disruption of The Dog Lounge where this is directly caused by the owner's deliberate or negligent failure to disclose relevant information.
- Other reasonable losses directly resulting from the owner's breach. Financial responsibility will not be imposed automatically merely because an accident, illness, infection or behavioural incident occurs. The circumstances, causation and information reasonably available to the owner will be considered. Nothing within this provision makes an owner responsible for loss or damage caused by The Dog Lounge's own negligence or breach of its legal obligations, nor does it exclude or restrict any liability that cannot lawfully be excluded.

Suspension or Termination Deliberately providing false information, falsifying documentation or intentionally withholding significant health, behavioural or safety information will be treated as a serious breach of The Dog Lounge's Customer Terms & Conditions. The Dog Lounge may immediately suspend or terminate the dog's attendance where reasonably necessary to protect the health, safety or welfare of dogs or people.

1.3 Suitability for Group Day Care The Dog Lounge provides a group day-care environment. Dogs must therefore be considered suitable for the environment and able to participate safely without causing an unacceptable risk to themselves, other dogs or people. Suitability will be assessed individually and may be reviewed at any time. 8 A dog may be temporarily separated from the group, have activities adjusted, require reassessment, be suspended or have day-care services discontinued where this is reasonably considered necessary for welfare or safety.

1.4 Health & Fitness to Attend Owners must ensure that their dog is reasonably fit and well enough to attend on each booked day. Dogs must not attend where they are showing symptoms of a potentially infectious or contagious illness or where attendance could compromise their own welfare. Owners must inform The Dog Lounge of relevant illness, injury, veterinary treatment or medication before attendance. The Dog Lounge reserves the right to refuse admission or request collection where a dog appears unwell, injured or otherwise unsuitable to remain in day care. **Failure to Disclose Health Information** Owners have a responsibility to provide The Dog Lounge with complete and accurate information regarding any known or suspected illness, infectious condition or other health concern that could affect their dog or other dogs attending The Dog Lounge. Owners must not knowingly bring a dog to day care where they know, or reasonably should know, that the dog may have an infectious or contagious condition. Where an owner knowingly or negligently fails to disclose relevant health information and this results in the spread of illness or infection, the owner may be held responsible for reasonable losses or costs directly resulting from that failure, where legally recoverable. This may include reasonable costs incurred by The Dog Lounge in responding to and managing the incident. Any responsibility for costs will be considered according to the individual circumstances, including the information reasonably available to the owner at the time. The Dog Lounge will 9 not seek to hold an owner responsible simply because their dog develops or transmits an illness that the owner could not reasonably have known about or prevented. Failure to disclose a known or suspected infectious or contagious condition may also result in the dog's attendance being suspended or terminated. Nothing within this provision limits or excludes any responsibility of The Dog Lounge where The Dog Lounge is itself legally responsible.

1.5 Vaccinations &

Preventative Healthcare Dogs must meet The Dog Lounge's vaccination and preventative healthcare requirements. Owners are responsible for maintaining these requirements and providing evidence when requested. Failure to maintain required vaccination or preventative healthcare arrangements may result in attendance being refused or suspended. Full requirements are contained within the relevant health policies in this Customer Policy Pack.

1.6 Behaviour Owners must disclose known behavioural concerns before their dog attends. This includes, but is not limited to:

- Aggression towards dogs or people.
- Previous bites or attempted bites.
- Resource guarding.
- Significant fear or anxiety.
- Escape behaviour.
- Destructive behaviour.
- Excessive mounting.
- Significant reactivity.
- Behaviour that could place the dog, other dogs or people at risk. The Dog Lounge recognises that behaviour can change over time. Owners must therefore report new behavioural concerns even if the behaviour has not previously occurred at day care.

1.7 Care of Dogs While a dog is attending The Dog Lounge, reasonable care will be taken to protect their health, safety and welfare. Dogs will be supervised and cared for according to their individual needs, the day-care environment and The Dog Lounge's policies and procedures. Owners acknowledge that dogs attending group day care will interact with other dogs and participate in normal activities such as playing, running, resting and enrichment. Although reasonable precautions are taken, normal interaction between dogs can involve minor scratches, bumps, muddy coats or other minor incidents. Any significant welfare concern, illness, injury or incident will be managed in accordance with The Dog Lounge's procedures and owners will be informed where appropriate.

1.8 Emergency Veterinary Treatment Where The Dog Lounge reasonably believes that a dog requires urgent veterinary attention, appropriate steps may be taken to protect the dog's welfare. Where practicable, reasonable attempts will be made to contact the owner or nominated emergency contact. However, emergency treatment will not be unnecessarily delayed where doing so could compromise the dog's health or welfare. Specific veterinary treatment and transportation consent will be obtained within the Customer Registration Pack. 11

1.9

Veterinary Costs Unless otherwise agreed or where The Dog Lounge is legally responsible, veterinary fees and associated treatment costs relating to the dog's underlying health, illness or condition remain the owner's responsibility. Any question regarding responsibility for costs following an incident will be considered according to the individual circumstances and applicable law. Nothing within these Terms & Conditions is intended to exclude or restrict liability where it would be unlawful to do so.

1.10 Bookings & Payments All bookings are subject to availability and The Dog Lounge's booking procedures. Owners are responsible for:

- Paying charges when due.
- Following cancellation and amendment requirements.
- Ensuring booked attendance dates and times are correct.
- Paying applicable late collection or other agreed charges. Full details are contained within the Bookings, Fees & Payments and Cancellation policies.

1.11 Drop-Off & Collection DROP-OFF, COLLECTION & CAR-PARK SAFETY For the safety of dogs, customers, members of the public and staff, all owners and authorised persons must follow The Dog Lounge's drop-off and collection procedures. **12 Viva Car Park** Customers of The Dog Lounge may use the designated Viva car park for drop-off and collection, subject to any parking conditions or restrictions applying to the car park. The car park is a shared/public-access area and is not controlled exclusively by The Dog Lounge. Owners remain responsible for their dog while travelling between their vehicle and The Dog Lounge premises and until the dog has been formally handed into the care of a member of The Dog Lounge staff. **Dogs Must Be Kept on Leads** All dogs must be kept on a secure, suitable lead from the moment they leave the owner's vehicle until they have been safely handed over to a member of The Dog Lounge staff. Dogs must also remain securely on a lead when being returned to their owner and while travelling from The Dog Lounge back to the owner's vehicle. **Dogs must not be allowed to walk, run or roam off-lead in the Viva car park, surrounding access areas, pavements or between vehicles, regardless of how reliable the dog's recall may normally be. Owners must ensure that collars, harnesses, leads and other equipment used to bring their dog to and from The Dog Lounge are secure, appropriately fitted and suitable for their dog. Safe Vehicle Exit Before allowing a dog to leave a vehicle, owners must ensure that:**

- The dog's lead is securely attached.
- The dog's collar or harness is correctly fitted. **13**
- It is safe to open the vehicle door or boot.
- The dog cannot escape into the car park or surrounding area. Dogs must not be released from a vehicle unless they are under secure control. **Drop-Off** Dogs must be brought directly from the Viva car park to The Dog Lounge using the designated safe access route. Owners should remain aware of vehicles, pedestrians, other dogs and members of the public and maintain appropriate control and distance where necessary. Owners must not allow dogs to approach, greet or interact with other dogs in the car park or entrance area unless specifically instructed by a member of The Dog Lounge staff. The Dog Lounge accepts responsibility for the dog once the dog has been formally handed over to and accepted into the care of an authorised member of staff. **Collection** At collection, responsibility for the dog returns to the owner or authorised collector once the dog has been formally handed back to them. The owner or authorised collector must have a suitable lead ready before the dog is handed over. The dog must remain securely on lead while leaving The Dog Lounge and returning to the vehicle. **14 Waiting at Busy Times** Where several customers arrive at the same time, owners may be asked to remain with their dog at a safe distance or wait in their vehicle until staff advise that it is safe to approach the entrance. This is intended to reduce congestion, over-excitement and unnecessary dog-todog interaction around the entrance and car park.

Owner Responsibility Owners and authorised collectors are responsible for maintaining safe and effective control of their dog before handover and following collection. Failure to follow reasonable drop-off, collection or lead-safety instructions may result in The Dog Lounge requiring alternative arrangements and, where there is a significant or repeated safety concern, may affect the dog's continued attendance. Dogs must be dropped off and collected during the agreed times unless alternative arrangements have been authorised. Dogs will only be released to the owner, or another person authorised to collect them. Owners must inform The Dog Lounge if collection arrangements change. Persistent late collection or failure to collect a dog may result in additional charges and/or review of continued day-care services. **Late Collection & Non-Collection** Dogs must be collected within The Dog Lounge's agreed collection times unless alternative arrangements have been agreed with management in advance. **15 Late Collection** Owners who believe they will be late must contact The Dog Lounge as soon as possible. Where a dog is collected after the agreed collection time:

- A late collection charge of £20 per hour, or part thereof, may be applied.
- The owner or authorised collector must keep The Dog Lounge informed of their expected arrival time.
- The dog will continue to be cared for appropriately until collection.
- Repeated late collection may result in the dog's day-care arrangements being reviewed.
- Persistent or excessive late collection may result in suspension or termination of daycare services. The late collection charge reflects the additional staffing and operational requirements associated with caring for a dog beyond its agreed collection time. **Failure to Collect a Dog** If a dog is not collected by the agreed time and The Dog Lounge has received no communication from the owner, reasonable attempts will be made to contact:

1. The dog's owner.

2. Any additional owner/contact listed on the Registration Pack.

3. The nominated emergency contact(s). The dog's immediate welfare and safety will remain the priority while attempts are made to contact an appropriate person. Extended non-collection Where the owner and emergency contacts cannot be reached, The Dog Lounge will take reasonable steps to ensure the dog remains safe and appropriately cared for while further attempts are made to contact them. 16 Any reasonable additional costs incurred as a direct result of the dog's extended care may be charged to the owner where legally recoverable. The Dog Lounge will keep appropriate records of:

- Attempts made to contact the owner and emergency contacts.
- Times and methods of attempted contact.
- Care provided to the dog.
- Any relevant decisions or actions taken. Dog Apparently Abandoned The Dog Lounge will not automatically treat a dog as abandoned simply because the owner is late or temporarily uncontactable. Where a dog remains uncollected for a prolonged period and reasonable attempts to contact the owner and nominated emergency contacts have been unsuccessful, The Dog Lounge may seek advice or assistance from the relevant local authority, dog warden, police where appropriate, veterinary professional or other appropriate authority. Any action taken will prioritise the dog's welfare and will be carried out in accordance with applicable legal and animal welfare requirements. The Dog Lounge will not sell, rehome, give away or otherwise permanently transfer ownership of a dog merely because it has not been collected, without following an appropriate lawful process. The Dog Lounge is a day-care establishment, and dogs cannot simply remain overnight at the premises. If a dog remains uncollected approaching closing time, your approved emergency/non-collection procedure will be followed.

1.12

Owner Responsibility Owners must ensure that:

- Their contact details remain current.
- At least one suitable emergency contact is provided. 17
- Their emergency contact is aware that they have been nominated.
- Appropriate arrangements are made for collection if the owner becomes unable to collect the dog.
- The Dog Lounge is informed as soon as possible of any emergency or unexpected delay. Failure to collect a dog, repeated late collection or failure to maintain appropriate emergency arrangements may result in the dog's future attendance being reviewed, suspended or terminated. Personal Property Owners should avoid bringing unnecessary personal belongings into day care. Where collars, harnesses, clothing, bedding, toys or other items are provided, reasonable care will be taken; however, owners acknowledge that items used around dogs may become dirty, damaged or lost during normal day-care activities.

1.13 Photographs, Video & CCTV CCTV may operate within designated areas of The Dog Lounge for safety, security and operational purposes in accordance with our Privacy and CCTV policies. Separate consent choices regarding the use of identifiable photographs or videos of a customer's dog for social media, advertising or promotional purposes will be provided within the Customer Registration Pack.

1.14 Refusal,

Suspension or Termination of Day Care The Dog Lounge reserves the right to refuse, suspend or discontinue day-care services were reasonably necessary. Reasons may include:

- Welfare concerns. 18
- Significant or unsafe behaviour.
- Repeated aggression.
- Failure to disclose important information.
- Failure to meet health or vaccination requirements.
- Persistent breaches of The Dog Lounge's policies.
- Persistent non-payment.
- Repeated late collection.

- Abusive, threatening or unacceptable behaviour towards staff or other customers.
- Circumstances where The Dog Lounge reasonably considers continued attendance unsuitable or unsafe. Where appropriate, concerns will be discussed with the owner and reassessment may be offered. Immediate suspension may be necessary where there is a serious welfare or safety concern.

1.15 Customer Conduct Customers are expected to treat staff, other customers, visitors and animals respectfully. Threatening, abusive, discriminatory, intimidating or aggressive behaviour towards staff or other persons will not be accepted. Serious or repeated inappropriate conduct may result in services being refused or terminated.

1.16 Compliance with Policies Owners agree to follow the requirements contained within this Customer Policy Pack. The individual policies should be read alongside these Terms & Conditions. Where an owner is unsure about a requirement, they should contact The Dog Lounge for clarification before their dog's attendance.

1.17 Changes to Policies The Dog Lounge may reasonably amend its Customer Policies and Terms & Conditions where required due to changes in legislation, licensing requirements, veterinary or welfare guidance, insurance requirements or operational needs. Customers will be informed of material changes where appropriate.

1.18 Acceptance The owner will be asked to confirm within the Customer Registration Pack that they have:

- Received or been provided access to this Customer Policy Pack.
- Read and understood the Customer Policy Pack.
- Agreed to comply with the applicable Terms & Conditions and policies.
- Provided accurate information about their dog.
- Understood their responsibilities as an owner.

1.19 Legal & Licensing Requirements

- The Dog Lounge operates in accordance with applicable animal welfare legislation, consumer law and the conditions of its local authority animal activities licence.
- The Dog Lounge will provide its services with reasonable care and skill and will take reasonable steps to protect the health, safety and welfare of dogs while they are in its care.
- Nothing within these Terms & Conditions is intended to exclude, restrict or reduce any statutory rights or legal protections available to customers, or any liability which cannot lawfully be excluded or limited.
- Owners agree to provide all information, documentation, evidence and consents reasonably required by The Dog Lounge to comply with its legal, licensing, insurance and animal welfare obligations.
- Where information provided by an owner changes, the owner is responsible for informing The Dog Lounge as soon as reasonably practicable.
- If required information, documentation or consent is not provided, The Dog Lounge may be unable to accept the dog or may suspend attendance until the relevant requirements have been satisfied.
- Where any provision within this Customer Policy Pack conflicts with a requirement of applicable law or The Dog Lounge's animal activities licence, the applicable legal or licensing requirement will take precedence. The Customer Registration Pack will contain the appropriate declarations, consents and signatures. Customers are not required to sign this individual policy separately.

Section 2 – Admission & Suitability

7. Registration Requirements All dogs must be fully registered with The Dog Lounge before attending day care. Owners must complete the Customer Registration Pack and provide all information and documentation requested by The Dog Lounge. This will include, where applicable:

- Owner and emergency contact details.
- Dog's name, date of birth/age, sex and breed/type.
- Microchip number.
- Neutering status.
- Veterinary practice and contact details.
- Current vaccination evidence.
- Preventative healthcare information.
- Medical conditions and previous significant illnesses or injuries.
- Current medication.
- Allergies and dietary requirements.
- Mobility, disability or additional welfare needs.
- Behaviour and temperament information.
- Previous aggression, bites or attempted bites.
- Resource guarding, reactivity, fear or anxiety. 21
- Exercise restrictions.
- Feeding requirements.
- Relevant insurance information.
- Any other information reasonably required to assess the dog's welfare and suitability. Owners must ensure all information provided is complete and accurate. Registration does not automatically guarantee acceptance into day care. All dogs must satisfy The Dog Lounge's admission and suitability requirements. Owners must notify The Dog Lounge promptly of any relevant changes to the information provided. **BANNED / PROHIBITED DOG TYPES** The Dog Lounge is committed to providing a safe and suitable group day-care environment for dogs, staff, customers and visitors. **Prohibited Dog Types** The Dog Lounge does not accept for day care any dog of a type prohibited under Section 1 of the Dangerous Dogs Act 1991, including:
 - Pit Bull Terrier
 - Japanese Tosa
 - Dogo Argentino
 - Fila Brasileiro
 - XL Bully This policy applies even where an individual dog has a valid Certificate of Exemption or other lawful authority permitting the dog to be kept. A Certificate of Exemption permits an owner to keep an otherwise prohibited dog subject to legal conditions; it does not require The Dog Lounge to accept that dog into its day-care service. 22

Owner Responsibility Owners must provide complete and accurate information regarding their dog's breed, type, parentage and any known legal status or restrictions affecting the dog. Owners must inform The Dog Lounge if:

- Their dog is a prohibited or banned type.
- Their dog has a Certificate of Exemption.
- Their dog has previously been identified, assessed or considered by the police, a local authority, Dog Legislation Officer, court or other competent authority as potentially being a prohibited type.
- Any legal restriction, court order or control requirement applies to their dog. Owners must not knowingly misrepresent their dog's breed or type or withhold relevant information concerning its legal status. **Dogs of Uncertain Type** Where The Dog Lounge has reasonable concerns that a dog may fall within a prohibited type, admission may be refused or suspended while appropriate clarification is sought. The Dog Lounge does not undertake legal breed/type identification and will not represent that it is qualified to determine whether a dog falls within a prohibited type. Where appropriate, the owner may be asked to obtain clarification from the police, a Dog Legislation Officer or another competent authority before the dog can be considered for attendance. **Other Breeds** The Dog Lounge does not exclude a dog solely because of its breed, size or appearance where that dog is not a prohibited type. All other dogs will be considered individually through The Dog Lounge's registration, Trial Day Assessment, behaviour assessment and ongoing suitability procedures. 23 Acceptance will depend upon the individual dog's health, behaviour, temperament, compatibility with group day care

and ability to be safely cared for within The Dog Lounge environment. Refusal or Termination of Attendance The Dog Lounge reserves the right to refuse admission, suspend attendance or terminate daycare services where:

- A dog is a prohibited type that The Dog Lounge does not accept.
- Relevant information regarding the dog's breed, type or legal status has not been disclosed.
- Information supplied by the owner is false or misleading.
- The dog's attendance would place The Dog Lounge in breach of applicable law, licensing requirements or insurance conditions.
- The dog is otherwise unsuitable for group day care under The Dog Lounge's admission and behaviour policies. Any decision will be made in accordance with The Dog Lounge Customer Policy Pack and applicable law.

8. Trial Day & Behaviour Assessment All new dogs must complete The Dog Lounge's required Trial Day and Behaviour Assessment before being accepted for ongoing day care. The purpose of the assessment is to determine whether the dog is comfortable and suitable within the day-care environment. The assessment may consider:

- Behaviour when arriving and separating from the owner.
- Response to staff.
- Response to unfamiliar dogs.
- Dog-to-dog communication and body language.
- Confidence and anxiety levels.
- Play style.
- Ability to settle and rest.
- Response to handling where appropriate.
- Response around toys, food and other resources.
- Recall and responsiveness to staff.
- Any signs of aggression, fear, distress or excessive arousal.
- The dog's ability to cope safely within an appropriate group. Introductions to other dogs will be managed carefully and according to the individual dog's behaviour and welfare. The assessment is not a test that a dog must simply pass or fail. The purpose is to establish whether group day care is appropriate for that individual dog. Following assessment, The Dog Lounge may:
- Accept the dog for day care.
- Recommend additional or shorter introductory sessions.
- Place reasonable restrictions on activities.
- Request further information.
- Request veterinary or behavioural advice where appropriate.
- Determine that group day care is not currently suitable. Successful completion of an initial assessment does not guarantee permanent acceptance.

9. Ongoing Suitability for Day Care Suitability for day care is an ongoing process. Dogs may behave differently as they mature, age, experience illness or injury, or encounter changes within their home or social environment. 25 The Dog Lounge will therefore continue to monitor each dog's welfare and behaviour. Attendance may be reviewed where a dog:

- Shows repeated aggression or threatening behaviour.
- Becomes excessively fearful, anxious or distressed.
- Is unable to settle appropriately.
- Regularly becomes excessively aroused.
- Repeatedly causes significant disruption within the group.
- Develops inappropriate or unsafe behaviour.
- Shows significant resource guarding.
- Repeatedly attempts to escape.
- Develops health, mobility or welfare concerns.
- Appears no longer to enjoy or cope with group day care.
- Presents an unacceptable risk to themselves, another dog or a person. Where appropriate, The Dog Lounge may discuss alternative arrangements with the owner, modify the dog's activities, temporarily separate the dog from situations,

request reassessment or recommend veterinary or qualified behavioural advice. Where there is an immediate safety or welfare concern, attendance may be suspended without completing a further assessment first. Decisions will be based primarily upon the welfare and safety of the individual dog, other dogs and people within The Dog Lounge.

10. Puppies & Minimum Age The Dog Lounge welcomes suitable puppies once they meet our admission, health and vaccination requirements. Puppies must be at least 12 weeks old before attending day care and must have completed the vaccination requirements applicable to their age before attendance. 26 Where a vaccination requires a waiting period before adequate protection is expected, the required waiting period must have passed before the puppy attends. Owners must provide satisfactory vaccination evidence before admission. **Dogs Under One Year of Age** The Dog Lounge has specific arrangements in place for dogs under one year of age in accordance with applicable dog day-care licensing requirements. Dogs under one year of age will be managed according to their individual age, development, temperament, physical ability and welfare needs. Dogs under one year will be kept separate from older dogs unless the owner has provided written consent for their dog to mix and socialise with suitable older dogs. Written consent will be obtained within the Customer Registration Pack. Where consent has been provided, this does not mean that a puppy will automatically mix freely with every dog attending The Dog Lounge. Staff will determine appropriate introductions and social groups based upon:

- Age and developmental stage.
- Size and physical ability.
- Temperament.
- Confidence.
- Play style.
- Behaviour and body language.
- The suitability of the other dogs involved.
- The puppy's individual welfare needs. The Dog Lounge may separate a puppy from older dogs at any time where staff consider this necessary for their health, welfare, development or safety, even where the owner has provided consent for mixing. Puppy Welfare 27 Puppies will be provided with:
 - Age-appropriate play and enrichment.
 - Appropriate opportunities for socialisation.
 - Additional opportunities for rest and sleep.
 - Access to clean, fresh drinking water.
 - Appropriate toilet opportunities.
 - Careful and supervised introductions to suitable dogs.
 - Protection from inappropriate, overly physical or overwhelming interactions.
 - Exercise appropriate to their age and stage of physical development.
 - Quiet time where required. Puppies will not be expected or encouraged to participate continuously in group play. Staff will monitor puppies for signs of:
 - Tiredness.
 - Overstimulation.
 - Fear or anxiety.
 - Stress.
 - Inappropriate play.
 - Difficulty coping with the day-care environment. Where necessary, activities will be reduced or modified, and the puppy will be provided with an appropriate opportunity to rest. Ongoing Assessment A puppy's suitability for day care will continue to be assessed as they grow and mature. Changes in behaviour, physical development, confidence, social interaction or reproductive maturity may result in changes to the puppy's care arrangements or group participation. The Dog Lounge reserves the right to temporarily restrict or suspend attendance where continued attendance is considered unsuitable for the puppy's welfare or the safety and welfare of other dogs. 28 The requirements contained within the Neutering, Entire Dogs & Dogs in Season Policy will also apply as the puppy matures.

11. Neutering, Entire Dogs & Dogs in Season The Dog Lounge operates a neutered-dogs policy to support the safe management and welfare of dogs within our group day-care environment.

11.1 Neutering, Entire Dogs & Dogs in Season

The Dog Lounge welcomes neutered and unneutered dogs, subject to individual assessment, suitable group arrangements and our licence conditions. All dogs must meet our admission requirements and successfully complete a trial session and behaviour assessment.

11.1 Unneutered Adult Male Dogs

Unneutered adult male dogs may attend on designated days when only male dogs are in attendance, subject to availability and prior agreement with The Dog Lounge.

Attendance depends on the dog being comfortable and suitable within the group. Male-only days do not guarantee suitability, and staff will monitor interactions throughout each session.

If persistent mounting, excessive marking, distress, aggression or other behaviour affects the welfare or safety of any dog, attendance may need to be reviewed, restricted or suspended.

11.2 Unneutered Puppies

Unneutered puppies are welcome, provided they meet all other admission requirements and are suitable for the day-care environment.

As puppies mature, their behaviour and group suitability will be reviewed. Male puppies reaching sexual maturity may need to move to designated male-only days by prior agreement.

Decisions about whether and when to neuter should be made by the owner in consultation with their veterinary surgeon. Continued attendance will depend on suitable arrangements and behaviour.

Attendance during a season is not guaranteed. If suitable arrangements cannot be provided, or any dog becomes distressed or unsettled, the female dog must remain at home until The Dog Lounge agrees she can return.

If a season is discovered or suspected during attendance, we will contact the owner and make every reasonable effort to accommodate and care for their dog safely, with appropriate separation from male dogs and in accordance with our licence conditions. If we cannot maintain suitable care or the welfare of any dog is affected, the owner will be asked to arrange collection as soon as reasonably practicable.

11.4 Owner Responsibility

Owners must provide accurate information about their dog's neutering status, seasons and any relevant behavioural changes, and notify The Dog Lounge promptly of any updates.

All bookings for unneutered adult males and females in season must be agreed in advance. Owners must remain contactable and arrange collection if requested for welfare or safety reasons.

Failure to disclose relevant information may result in a review, suspension or termination of day-care services, depending on the circumstances.

The Dog Lounge will assess each dog individually and may amend attendance arrangements where necessary to protect the welfare and safety of all dogs in our care.

12. Behaviour, Aggression & Bite History Owners must provide full and honest disclosure of their dog's known behavioural history before attendance. This includes any known history of:

- Biting a person.
- Biting another animal.
- Attempted biting or snapping.
- Aggression towards people or dogs.
- Resource guarding.
- Significant reactivity.
- Fear-based behaviour.
- Territorial behaviour.
- Escape behaviour.
- Persistent mounting.
- Significant separation anxiety.
- Behaviour around food, toys or possessions that could create conflict.
- Any previous exclusion from another dog day-care, boarding or similar establishment because of behaviour. 32 A previous behavioural incident or bite does not necessarily mean that a dog will automatically be refused. Each dog and the circumstances surrounding the behaviour will be considered individually. However, The Dog Lounge must be provided with sufficient information to make an informed assessment. Behaviour Changes Owners must tell The Dog Lounge if their dog's behaviour changes after registration, including incidents occurring outside The Dog Lounge. This includes a new bite, attempted bite, aggressive incident or significant behavioural change. Incidents During Day Care If a dog displays concerning behaviour while attending, staff may:
 - Interrupt play or interaction.
 - Remove the dog from a particular situation.
 - Use appropriate safe separation procedures.
 - Allow the dog time to calm and decompress.
 - Contact the owner.
 - Request early collection.
 - Record the incident.
 - Require reassessment before further attendance. Physical punishment, intimidation or inappropriate aversive handling will not be used as a method of managing dogs. Serious Behavioural Concerns Where a dog's behaviour presents a significant or immediate risk to themselves, other dogs, staff or visitors, The Dog Lounge may suspend attendance immediately. 33 Depending upon the circumstances, continued attendance may require:
 - A further behaviour assessment.
 - Veterinary assessment where a medical cause may be contributing to behavioural change.
 - Advice or assessment from an appropriately qualified behaviour professional.
 - Changes to the dog's attendance arrangements. Where The Dog Lounge reasonably determines that group day care is no longer appropriate or safe, services may be discontinued. Failure to Disclose Behaviour Knowingly withholding or providing misleading information about aggression, bite history or other significant behavioural concerns is considered a serious breach of The Dog Lounge's Customer Terms & Conditions. Where relevant information has not been disclosed, The Dog Lounge may suspend or terminate the dog's attendance. The priority will always be the welfare and safety of the individual dog, the other dogs in our care, our staff and visitors.

Section 3 – Health & Veterinary Care The health, safety and welfare of every dog attending The Dog Lounge is our priority. Owners must provide complete and accurate information regarding their dog's health and must notify The Dog Lounge of any relevant changes.

13. Vaccination &

Preventative Healthcare 34 The health and welfare of all dogs attending The Dog Lounge is extremely important. All dogs must meet The Dog Lounge's vaccination and preventative healthcare requirements before being admitted to day care.

Vaccination Requirements Dogs attending The Dog Lounge must be appropriately vaccinated against:

- Canine Distemper.
- Canine Parvovirus.
- Canine Adenovirus / Infectious Canine Hepatitis.
- Leptospirosis.
-

Kennel Cough / Bordetella, where required by The Dog Lounge. Vaccines must be appropriately licensed for use in the United Kingdom and administered in accordance with veterinary guidance. Owners must provide satisfactory documentary evidence of vaccination before their dog's first attendance and when updated evidence is subsequently requested.

Primary Vaccination Course Puppies and dogs receiving their primary vaccination course must have completed the required primary vaccination course before attending The Dog Lounge. The primary vaccination course must have been completed at least two weeks before the dog is admitted to day care, or for any longer period advised by the administering veterinary surgeon or vaccine manufacturer. A dog will not be accepted for attendance until the applicable waiting period has passed.

Booster Vaccinations Owners are responsible for ensuring that their dog's vaccinations remain current throughout their attendance at The Dog Lounge. Updated vaccination evidence may be requested when boosters become due. 35 If a dog's required vaccination protection expires or is not maintained, attendance may be suspended until The Dog Lounge is satisfied that the relevant health requirements have been met.

Veterinary Titre Testing Where an owner does not wish to routinely booster a vaccination and instead uses veterinary titre testing, The Dog Lounge may consider accepting a certificate from a veterinary surgeon confirming a recent protective titre test where this is permitted under applicable licensing requirements. Acceptance of titre-test evidence will be considered individually and does not automatically replace every vaccination requirement. The Dog Lounge may request further veterinary information where necessary before accepting a dog based on titre-test evidence.

Medical Exemption Where a veterinary surgeon advises that a particular vaccination is unsuitable for an individual dog for medical reasons, the owner must discuss this with The Dog Lounge before attendance. Written veterinary evidence may be required. A veterinary exemption does not automatically guarantee that the dog can attend day care. The Dog Lounge must consider the welfare of the individual dog, the health and welfare of other dogs, applicable licensing requirements and any relevant veterinary advice before deciding whether attendance can safely be permitted.

Homeopathic Vaccines Homeopathic preparations or homeopathic vaccination certificates will not be accepted as an alternative to required vaccination.

Kennel Cough 36 Owners must inform The Dog Lounge immediately if their dog develops or is suspected of having kennel cough or has been in close contact with a dog known or suspected to have kennel cough. Dogs showing symptoms of kennel cough or another potentially infectious respiratory illness must not attend until they meet The Dog Lounge's requirements for returning after illness. Vaccination against kennel cough reduces risk but does not guarantee that a dog cannot contract or transmit respiratory infection.

Preventative Healthcare Owners are responsible for maintaining an appropriate preventative healthcare programme for their dog, including appropriate:

- Flea control.
- Tick control.
- Worming and intestinal parasite control.
- Routine veterinary care.

- Dental and general health care appropriate to the individual dog. Owners must inform The Dog Lounge of any relevant infectious disease, parasite problem or other health concern that could affect their own dog or other dogs attending the premises.

Owner Responsibility It is the owner's responsibility to ensure that vaccination and preventative healthcare information provided to The Dog Lounge is accurate and remains current. The Dog Lounge reserves the right to:

- Request updated vaccination or veterinary evidence.
- Refuse admission where appropriate evidence has not been provided.
- Temporarily suspend attendance where vaccination requirements have expired.
- Request veterinary advice or evidence where there is uncertainty regarding a dog's vaccination or health status. 37 Owners must notify The Dog Lounge of any significant change to their dog's vaccination or preventative healthcare status before their next attendance where relevant. These requirements are intended to protect the health and welfare of the individual dog and all other dogs attending The Dog Lounge.

14. Illness & Infectious Disease Dogs must not attend The Dog Lounge if they are unwell or showing signs of a potentially infectious or contagious condition. Owners must not bring a dog to day care where the dog has symptoms including:

- Vomiting.
- Diarrhoea.
- Persistent coughing.
- Unexplained sneezing or nasal discharge.
- Unusual eye discharge.
- Fever or signs of being feverish.
- Significant lethargy.
- Unexplained loss of appetite.
- Infectious skin conditions.
- Unexplained rash or sores.
- Suspected kennel cough.
- Any other symptom that may indicate infectious disease. Owners must inform The Dog Lounge if their dog has recently been diagnosed with or exposed to a contagious or infectious condition. The Dog Lounge may require a dog to remain away for an appropriate exclusion period and may request veterinary confirmation that the dog is fit to return. If a dog becomes unwell while attending, the dog will be appropriately separated from the group where necessary and the owner will be contacted. 38 Depending on the dog's condition, the owner or authorised emergency contact may be required to collect the dog promptly. Where urgent veterinary treatment is required, the Emergency Veterinary Treatment Policy will apply. The Dog Lounge reserves the right to refuse admission where staff reasonably believe that a dog may be unwell or infectious.

15. Parasites – Fleas, Ticks & Worms Dogs attending The Dog Lounge must be maintained on an appropriate flea, tick and worm prevention or treatment programme suitable for the individual dog. Owners are responsible for regularly checking their dog for parasites. Dogs with a known active flea, tick or worm infestation must not attend until appropriately treated. If staff identify or reasonably suspect an infestation during attendance:

- The dog may be separated from other dogs where appropriate.
- The owner will be informed.
- Early collection may be required.
- Treatment may be required before the dog can return. Where veterinary advice or evidence is reasonably required before return, The Dog Lounge may request this. Owners must inform The Dog Lounge of any known parasite-related condition that could affect other dogs. 39

16. Medication Administration The Dog Lounge is happy to support dogs requiring medication where this can be done safely and appropriately. There is no additional charge for routine medication administration. All medication must:

- Be provided in its original labelled packaging wherever practicable.

- Clearly identify the dog for whom it is prescribed or intended.
- Be within its expiry date.
- Include clear dosage and administration instructions.
- Be accompanied by the required written owner authorisation.
- Be supplied in sufficient quantity for the dog's attendance. Prescription medication must only be administered in accordance with veterinary instructions. Owners must tell The Dog Lounge about relevant medication their dog is currently receiving, including medication administered outside day-care hours where this may affect the dog's behaviour, health or welfare during attendance. Medication administered by staff will be appropriately recorded. The Dog Lounge reserves the right to decline to administer medication where staff are not appropriately trained or competent to administer it safely, where instructions are unclear, or where the required treatment is beyond what can reasonably be provided within a group daycare environment. Where a dog's medication or medical needs change, the owner must inform The Dog Lounge before the dog's next attendance.

17. Medical Conditions & Additional Needs 40 The Dog Lounge welcomes dogs with medical conditions, disabilities, mobility limitations and age-related needs where their individual welfare needs can be safely met within the daycare environment. We do not charge an additional day-care fee simply because a dog is elderly, disabled, young or requires routine medication. Owners must disclose all relevant known medical conditions and additional needs during registration and must inform The Dog Lounge of subsequent changes. This includes conditions affecting:

- Mobility.
- Vision or hearing.
- Heart or breathing.
- Neurological function.
- Joints or bones.
- Skin.
- Digestion.
- Continence.
- Seizures.
- Diabetes or other metabolic conditions.
- Pain or discomfort.
- Exercise tolerance.
- Behaviour associated with a medical condition. Owners must provide any veterinary restrictions relating to exercise, feeding, medication or activities. An individual care arrangement may be agreed where appropriate. The Dog Lounge may modify a dog's activities, exercise, play, rest arrangements or group participation according to their individual welfare needs. Where a dog's condition changes significantly, The Dog Lounge may request updated veterinary information or temporarily suspend attendance while determining whether group day care remains appropriate. 41 Our aim is to include dogs wherever their needs can be met safely without compromising their own welfare or that of other dogs.

18. Allergies & Special Dietary Requirements Owners must disclose all known or suspected allergies, intolerances and special dietary requirements. This includes allergies or sensitivities relating to:

- Food.
- Treats.
- Medication.
- Cleaning or environmental products.
- Plants or environmental substances.
- Other known allergens. Owners must provide clear written dietary instructions where their dog requires a restricted or veterinary-prescribed diet. Where appropriate, owners may be required to supply their dog's own food or treats in clearly labelled containers. Dogs requiring specific food for medical or dietary reasons will be managed appropriately to reduce the risk of them accessing another dog's food. The Dog Lounge cannot guarantee a completely allergen-free environment but will take reasonable precautions based on the information provided by the owner. Owners must notify The Dog Lounge promptly if a new allergy or intolerance is identified.

19. Veterinary Treatment & Emergency Consent 42 Owners must provide details of their dog's usual veterinary practice and appropriate emergency contacts. The veterinary arrangements to be followed in an emergency will be recorded within the Customer Registration Pack. Owners will be asked to provide written consent allowing The Dog Lounge to seek veterinary treatment where reasonably necessary to protect their dog's health or welfare.

Non-Urgent Situations Where veterinary treatment appears necessary, but the situation is not an immediate emergency, The Dog Lounge will make reasonable attempts to contact the owner before arranging treatment. Where appropriate, the owner may be asked to collect the dog and arrange veterinary treatment themselves.

Emergency Situations Where staff reasonably believe that delaying veterinary treatment could place the dog's health or welfare at risk, The Dog Lounge may arrange appropriate veterinary assessment or emergency treatment without waiting for the owner to arrive. Reasonable attempts will be made to contact:

1. The owner.

2. Another authorised owner/contact.

3. The nominated emergency contact. Where practicable, the dog's usual veterinary practice will be used. Where this is not practical or appropriate in an emergency, The Dog Lounge may use the nearest or most appropriate available veterinary practice. The dog's welfare will take priority where urgent treatment is required.

Veterinary Costs 43 Owners remain responsible for veterinary fees arising from their dog's illness, underlying medical condition or other circumstances for which The Dog Lounge is not legally responsible. Where The Dog Lounge pays an emergency veterinary charge on the owner's behalf, the owner will be required to reimburse the reasonable amount paid, subject to applicable law and the circumstances of the incident. Nothing within this policy excludes or limits The Dog Lounge's liability where it would be unlawful to do so. Specific emergency treatment and veterinary transportation consent will be obtained within the Customer Registration Pack.

20. Accidents, Injuries & Owner Notification Dogs are active animals and normal day-care activities may include running, playing, climbing, enrichment activities and interaction with other dogs. The Dog Lounge takes reasonable precautions to reduce the risk of injury; however, minor incidents can occur during normal dog interaction and play. If a dog is involved in an accident or sustains an injury while attending The Dog Lounge, staff will:

- Assess the dog's immediate condition.
- Provide appropriate canine first aid within the limits of their training where required.
- Remove or separate the dog from an activity where necessary.
- Monitor the dog's welfare.
- Record relevant incidents in accordance with Company procedures.
- Inform the owner where appropriate.
- Arrange veterinary treatment where reasonably necessary.

Minor Incidents 44 Minor occurrences such as small superficial scratches or minor bumps may be managed and monitored by staff, with the owner informed as appropriate.

Significant Incidents Owners will be contacted as soon as reasonably practicable where a dog:

- Sustains a significant injury.
- Is involved in a significant dog-to-dog incident.
- Requires veterinary assessment.
- Becomes seriously unwell.
- Displays concerning symptoms.
- Experiences a significant change in behaviour or welfare.
- Requires early collection.

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Emergency Incidents In a veterinary emergency, treatment will not be unnecessarily delayed while attempting to contact an owner. The Emergency Veterinary Treatment provisions within this Customer Policy Pack and the owner's signed authorisation within the Customer Registration Pack will apply.

Incident Review Significant incidents will be documented and reviewed. Where appropriate, The Dog Lounge may review the dog's care plan, activities, group arrangements or continued suitability for day care following an incident. Owners must also inform The Dog Lounge of significant accidents, injuries, illnesses or veterinary treatment occurring outside day care where these could affect the dog's health, behaviour or ability to participate safely during future attendance. 45



Section 4 – Day-to-Day Care & Welfare The Dog Lounge is committed to providing a safe, comfortable and enriching environment that meets the individual welfare needs of every dog in our care. Dogs will be treated as individuals, considering their age, breed, health, physical ability, temperament and preferences.

21. Dog Welfare & Supervision The health, safety and welfare of dogs attending The Dog Lounge will be monitored throughout the day. Dogs will be appropriately supervised by trained and competent staff in accordance with applicable licensing requirements and The Dog Lounge's operating procedures. Staff will monitor dogs for changes in:

- Behaviour and body language.
- Physical condition.
- Mobility.
- Appetite where applicable.
- Drinking and hydration.
- Toileting.
- Social interaction.
- Energy levels.
- Signs of pain, illness, injury, fear, anxiety or distress. Dogs will be grouped and managed according to factors such as temperament, size, age, play style, physical ability and individual welfare needs. Dogs will not be forced to interact with other dogs where they are showing signs that they need space or rest. 46 Where a dog's welfare causes concern, appropriate action will be taken, and the owner will be informed where necessary. The Dog Lounge reserves the right to adjust a dog's activities or group arrangements where this is considered necessary for their safety or welfare. Where staff identify a significant change in a dog's behaviour or signs of suffering, stress, fear, aggression or anxiety, this will be recorded and the owner will be informed. Appropriate changes will be made to the dog's care where necessary.

Freedom of Choice & Movement Although dogs may be grouped according to factors such as temperament, age, size, play style, physical ability and individual welfare needs, The Dog Lounge aims to provide a relaxed and sociable environment rather than unnecessarily restricting dogs to fixed groups. Within appropriate secure and supervised areas, dogs will be given freedom to move around, explore and choose whether they wish to play, socialise, rest or spend time away from group activity. If a dog chooses to wander away from their usual play group, find a quieter area or simply spend some time independently, staff will respect this choice wherever it is safe and appropriate to do so. Dogs will not be forced to play, socialise or remain with a particular group simply because they have been allocated to that group. Staff will continue to supervise dogs and will intervene, redirect or separate dogs where reasonably necessary for health, welfare or safety. The Dog Lounge will make every reasonable effort to allow dogs freedom of choice and natural movement while maintaining appropriate supervision and ensuring the safety and welfare of all dogs in our care. 47 "Freedom of movement will always be subject to individual care requirements, age-related requirements, owner consents, compatibility and any separation required for health, welfare, safety or licensing purposes."

22. Exercise, Play & Enrichment Dogs will be provided with appropriate opportunities for exercise, play, social interaction and mental stimulation throughout their day. Activities may include:

- Supervised social play.
- Indoor and outdoor exercise.
- Climbing and activity equipment.
- Sensory activities.
- Sniffing and scent-based enrichment.
- Puzzle and problem-solving activities.
- Toys and appropriate play equipment.
- Sand-based activities.
- Water-based activities.
- Training-style enrichment.
- Quiet individual enrichment. Activities will be adapted according to each dogs:
- Age.
- Health.

- Mobility.
- Physical ability.
- Temperament.
- Confidence.
- Energy level.
- Veterinary restrictions. 48
- Individual preferences. Dogs will never be forced to participate in an activity. Exercise and play may be reduced or modified where staff believe that continued activity could negatively affect a dog's welfare. Owners must inform The Dog Lounge of any exercise restrictions recommended by their veterinary surgeon. Policy 22A – Play Equipment, Climbing, Jumping & Activity Areas The Dog Lounge provides a range of play and enrichment facilities which may include climbing equipment, raised platforms, ramps, steps, tunnels, ball-pit activities, sand-pit activities and other suitable play equipment. These facilities are intended to provide dogs with opportunities for exercise, exploration, enrichment and natural movement. Individual Suitability Not every activity or piece of equipment will be suitable for every dog. Staff will consider each dog's individual:
 - Age and stage of development.
 - Size and physical ability.
 - Mobility and coordination.
 - Health and medical conditions.
 - Previous injuries or surgery.
 - Confidence and behaviour.
 - Veterinary restrictions.
- Individual Day-Care Plan. Dogs will not be forced to climb, jump, use raised equipment, enter the ball pit or sand pit, or participate in an activity they appear unwilling or unable to undertake safely. 49 Activities may be adapted, restricted or stopped where staff consider this necessary for the dog's health, safety or welfare. Climbing, Jumping & Raised Equipment Dogs may voluntarily climb, jump, step onto or move across suitable play equipment as part of normal supervised play and enrichment. The Dog Lounge will take reasonable precautions to reduce foreseeable risks associated with raised equipment, including appropriate positioning, maintenance, supervision and consideration of the height and suitability of equipment. Staff may prevent or discourage jumping from equipment where the height, dog's ability, behaviour or circumstances create an unacceptable risk of injury. Dogs with known mobility problems, joint conditions, injuries, veterinary restrictions or other relevant health concerns may be prevented from using raised or climbing equipment. Owners must inform The Dog Lounge of any known condition or veterinary advice that may affect their dog's ability to safely climb, jump or use play equipment. Ball Pit Dogs may be offered supervised access to the ball pit where appropriate. Staff will monitor its use and may restrict access where a dog becomes over-excited, distressed, possessive, shows unsafe behaviour or where continued participation would not be appropriate for their welfare. The ball pit and its contents will be inspected and cleaned in accordance with The Dog Lounge's cleaning and safety procedures. Sand Pit Dogs may be offered supervised access to the sand pit for digging, exploration, scent activities and enrichment. 50 Staff will monitor dogs using the sand pit and take reasonable steps to prevent inappropriate behaviour or ingestion of excessive amounts of sand. The sand-pit area will be maintained and inspected as part of The Dog Lounge's cleaning, hygiene and premises-safety procedures. Supervision & Normal Play Risks Dogs will be appropriately supervised while using play and enrichment areas. Owners acknowledge that normal canine play and physical activity can involve running, jumping, climbing, chasing, slipping, stumbling and physical interaction and that it is not possible to eliminate every risk associated with normal dog activity. The Dog Lounge will take reasonable precautions to provide suitable equipment and appropriately supervised activities and will not knowingly permit a dog to participate in an activity considered unsuitable for that dog's individual welfare or safety. Nothing within this policy excludes or restricts The Dog Lounge's responsibility where loss or injury results from its negligence or where liability cannot lawfully be excluded.

Owner Responsibility Owners must inform The Dog Lounge before attendance of any known health condition, injury, mobility issue, previous surgery, veterinary restriction or other circumstance that could affect their dog's safe participation in physical activity, climbing, jumping or play equipment. Owners must also inform The Dog Lounge if veterinary advice subsequently changes. The Dog Lounge reserves the right to restrict or prevent access to any activity or equipment where reasonably necessary to protect the health, safety or welfare of the dog or other dogs. **Normal Risks of Physical Play & Accidental Injury** 51 Owners acknowledge that dogs are animals and that normal day-care activities may involve running, jumping, climbing, digging, chasing, playing, slipping, stumbling and physical interaction with other dogs and play equipment. Despite appropriate supervision, suitable equipment, routine safety checks and reasonable precautions, it is not possible to eliminate every risk associated with normal canine play and physical activity. As a result, dogs may occasionally experience minor accidental injuries or effects associated with normal play and activity, which may include:

- Minor scratches, grazes or small cuts.
- Bruising or minor bumps.
- Sore or tender paws.
- Minor nail damage.
- Temporary muscle soreness or stiffness.
- Dirt, sand, mud or water on the coat.
- Minor coat or fur damage.
- Damage to or loss of collars, harnesses or other permitted personal belongings during normal play. Participation in climbing, jumping, ball-pit, sandpit and other physical enrichment activities will be based on the individual dog's age, health, physical ability, behaviour and known restrictions. The Dog Lounge will take reasonable steps to minimise foreseeable risks and will appropriately supervise dogs and maintain play equipment and activity areas. Owners must inform The Dog Lounge of any health condition, previous injury, mobility problem or veterinary restriction that may make activities unsuitable for their dog. Nothing within this policy excludes or limits The Dog Lounge's liability for injury, loss or damage resulting from its negligence, breach of legal duty or any liability which cannot lawfully be excluded or restricted. 52 Individual Enrichment Agreement Each dog's exercise, play, socialisation and enrichment arrangements will be considered according to their individual needs and agreed with the owner as part of the registration and care-planning process. Owners will be asked to provide relevant information about their dog's preferences, abilities, restrictions and individual requirements within the Customer Registration Pack. Written owner agreement will be obtained for the dog's individual enrichment arrangements. The Dog Lounge will use this information alongside staff observations and ongoing welfare assessments to provide appropriate enrichment for each dog. Owners must inform The Dog Lounge of any changes that may affect their dog's participation in exercise, play or enrichment activities, including:
 - Veterinary exercise restrictions.
 - Injury or reduced mobility.
 - Medical conditions.
 - Behavioural changes.
 - Activities the dog should not participate in.
 - Changes in confidence or ability. Owner agreement does not mean that a dog will be required to participate in every available activity. Dogs will always be given appropriate choice and will never be forced to participate in play, socialisation, enrichment or an activity they appear unwilling or unable to undertake. Activities may be adapted, restricted or stopped by staff at any time where this is considered necessary to protect the dog's health, safety or welfare. 53

23. Rest & Quiet Time Rest is an important part of a dog's day, and dogs will be provided with appropriate opportunities to rest away from active play. Comfortable rest areas and suitable bedding will be available. Dogs will be encouraged to rest according to their individual needs. Puppies, elderly dogs, dogs with medical conditions and dogs who become tired easily may require additional rest periods. Dogs showing signs of tiredness, overstimulation or a desire to disengage from play will be given an appropriate opportunity to rest. Dogs will not be continually exercised or expected to participate in group activities throughout the entire day. Individual sleeping and resting preferences will be considered where reasonably practicable. **Quiet & Private Rest Areas** Dogs will have access to appropriate quiet and comfortable areas where they can rest away from active play and stimulation. Where a dog needs or chooses additional space, arrangements will be available to allow the dog to rest away from visual contact with other dogs and people where appropriate. This may include the use of designated quiet areas, appropriate screening or other suitable arrangements that provide the dog with privacy and an opportunity to settle without unnecessary disturbance. Dogs will be allowed to choose to withdraw from social interaction and will not be forced to remain in active group areas when they are showing that they would prefer to rest or have space. 54 Staff will monitor dogs during rest periods and will consider each dog's individual:

- Age.
- Health and medical needs.
- Temperament.

- Behaviour and body language.
- Level of activity and tiredness.
- Confidence and anxiety levels.
- Need for uninterrupted rest. Puppies, elderly dogs, disabled dogs and dogs with medical or additional welfare needs may be provided with more frequent or longer periods of rest where appropriate. Rest arrangements will always be managed so that the dog's health, safety and welfare are maintained.

24. Feeding & Treats Owners must provide accurate information regarding their dog's normal diet, allergies, intolerances and feeding requirements. Where a dog requires a meal during their attendance, owners may be required to provide the appropriate food in a clearly labelled container. Dogs will be fed according to their individual requirements and owner instructions. Where necessary, dogs will be separated during feeding to reduce the risk of:

- Food stealing.
- Resource guarding.
- Conflict.
- Access to unsuitable food.
- Exposure to known allergens. 55 Treats may be used for enrichment, reward and positive interaction. Owners must inform The Dog Lounge if their dog:
 - Has food allergies or intolerances.
 - Is on a restricted diet.
 - Must not receive treats.
 - Requires veterinary-prescribed food.
 - Has difficulty eating or swallowing.
- Displays food-related guarding behaviour. Fresh food requiring refrigeration will be appropriately stored. Written Feeding Instructions & Consent All feeding arrangements will be based on the individual dog's needs and the written instructions and consent provided by the owner within the Customer Registration Pack. Owners must provide accurate information regarding:
 - The type of food their dog may receive.
 - The amount to be given.
 - Normal feeding times where relevant.
 - Allergies or food intolerances.
 - Veterinary-prescribed or specialist diets.
 - Foods or treats that must not be given.
- Any known food-related behavioural concerns, including resource guarding. Owners must inform The Dog Lounge promptly of any changes to their dog's dietary or feeding requirements. Separate Feeding Dogs will normally be fed separately from other dogs to promote safe and controlled feeding. Separate feeding helps to: 56
 - Prevent food stealing.
 - Reduce the risk of resource guarding or conflict.
 - Ensure each dog receives the correct food and quantity.
 - Prevent dogs accessing food to which they are allergic or intolerant.
 - Protect dogs requiring veterinary-prescribed or restricted diets.
 - Allow staff to monitor individual food intake. Food bowls will be removed once feeding has finished before dogs are returned to appropriate communal areas. Where a dog refuses food, eats significantly less than expected or displays a concerning change in appetite, this will be monitored and the owner will be informed where appropriate. The Dog Lounge will not intentionally provide food or treats contrary to an owner's written dietary instructions. Treats may be provided for enrichment, reward or positive interaction only where this is consistent with the information and permissions provided by the owner.

25. Drinking Water & Hydration Dogs will have access to clean, fresh drinking water throughout their attendance. Water bowls and drinking facilities will be checked, refreshed and cleaned regularly. Staff will monitor hydration, particularly during:

- Warm weather.
- Physical activity.

- Outdoor play.
- Water activities.
- Periods of increased exercise. 57 Additional attention will be given to puppies, elderly dogs and dogs with medical conditions or other needs that may increase their risk of dehydration. Owners must inform The Dog Lounge if their dog has a medical condition affecting their drinking or hydration requirements. "Owners will be informed where staff identify a significant or unusual increase or decrease in their dog's drinking."

26. Outdoor Areas, Pool & Water Play Dogs may have access to secure outdoor areas and appropriate outdoor enrichment throughout the day. Outdoor activities may include use of:

- Exercise and climbing equipment.
- Sensory and enrichment areas.
- Sand play.
- Artificial grass areas.
- Supervised water activities.
- The purpose-built dog pool. Pool & Water Activities Use of the pool and other water-based activities will be supervised. Dogs will never be forced to enter the pool or participate in water activities. Staff will consider each dogs:
- Confidence around water.
- Swimming ability.
- Age. 58
- Breed/type.
- Physical condition.
- Mobility.
- Medical conditions.
- Behaviour.
- Level of fatigue. Dogs showing signs of distress, excessive tiredness, difficulty breathing or difficulty coping with water activities will be removed immediately. Water activities may be restricted or unavailable where weather, water quality, maintenance or other safety considerations make their use inappropriate. After water or outdoor activities, dogs will be provided with appropriate opportunities to dry, warm up or cool down according to conditions. Where appropriate, dogs may be rinsed using suitable dog-washing facilities and dried using clean towels. Owners must inform The Dog Lounge if their dog must not participate in swimming or water activities. "Dogs will never have unsupervised access to the pool or any other water feature."

27. Hot Weather & Extreme Weather The Dog Lounge will adjust activities according to weather conditions to protect dogs from heat, cold and other environmental risks. Indoor areas will have appropriate temperature management, including heating and/or air conditioning as required. During hot weather, measures may include:

- Increased access to fresh drinking water. 59
- Reduced strenuous activity.
- Increased indoor activity.
- Access to shaded areas.
- Cooling activities.
- Additional rest periods.
- Restricting outdoor exercise during hotter periods.
- Monitoring dogs closely for signs of heat-related illness. Dogs considered at greater risk from heat, including some flat-faced breeds, elderly dogs, puppies, overweight dogs and dogs with relevant medical conditions, will receive additional consideration. During cold or severe weather, outdoor activity may also be reduced or modified. Activities may be cancelled or changed where weather conditions could compromise dog welfare. In exceptional circumstances, The Dog Lounge may need to close or alter operating arrangements where weather conditions make safe operation impossible.

28. Elderly, Young & Disabled Dogs The Dog Lounge aims to provide an inclusive day-care environment. We welcome suitable:

- Puppies and young dogs.
- Elderly dogs.
- Disabled dogs.

- Dogs with reduced mobility.
- Deaf dogs.
- Visually impaired dogs.
- Dogs with appropriate long-term medical or additional welfare needs. 60 The Dog Lounge does not charge an additional day-care fee simply because a dog is elderly, young or disabled, or requires routine medication. Each dog's needs will be assessed individually. Reasonable adjustments to their day may include:
 - Additional rest.
 - Reduced exercise.
 - Modified enrichment.
 - Quieter activities.
 - Additional monitoring.
 - Assistance with mobility where appropriate.
 - Adapted access to facilities.
 - Separation from overly energetic play.
- Individual care arrangements. Owners must provide complete information regarding their dog's needs and any veterinary restrictions. The dog's welfare will always determine whether group day care remains appropriate. Where a dog's condition progresses or their needs can no longer safely be met within a daycare environment, The Dog Lounge will discuss this sensitively with the owner.

29. Collars, Harnesses & Identification Dogs must arrive and leave The Dog Lounge safely secured on an appropriate lead and wearing a suitable collar or harness. Owners are responsible for ensuring equipment provided with their dog:

- Fits correctly.
- Is in safe condition.
- Is appropriate for the dog. 61
- Does not present an unnecessary risk. For safety reasons, collars, harnesses or other equipment may be removed or changed while dogs are participating in certain supervised activities. Where identification equipment is used by The Dog Lounge during attendance or emergency procedures, this will be managed in accordance with our safety procedures. Owners must ensure their dog's legally required identification and microchip information is accurate and kept up to date. Dogs will not be permitted to leave The Dog Lounge with an unauthorised person.

30. Personal Belongings Owners should only bring belongings specifically required for their dog's care. This may include:

- Food.
- Medication.
- Necessary clothing.
- Specialist equipment.
- Medical or mobility equipment.
- Other items agreed with The Dog Lounge. All items should be clearly labelled with the dog's name where appropriate. Owners will normally be asked to take their dog's everyday lead home following drop-off unless The Dog Lounge has agreed to retain it. The Dog Lounge maintains its own appropriate equipment for routine and emergency use. Owners are discouraged from bringing valuable or sentimental toys, bedding or other unnecessary items. 62 While reasonable care will be taken with belongings, items used within a dog day-care environment may become:
 - Dirty.
 - Wet.
 - Chewed.
 - Damaged.
- Misplaced. The Dog Lounge will not seek to exclude liability where loss or damage results from circumstances for which it is legally responsible. Owners must tell The Dog Lounge if any specialist item or piece of equipment is essential to their dog's health, mobility or welfare so that appropriate arrangements can be made. "Items left with The Dog Lounge may be recorded and checked for condition and safety on arrival."

Section 5 – Safety & Emergencies The Dog Lounge maintains emergency procedures designed to protect the health, safety and welfare of dogs, staff, customers and visitors. In any emergency, the immediate priority will be to protect life, prevent further harm and ensure dogs are kept as safe and secure as reasonably possible.

31. Emergency Procedures The Dog Lounge maintains procedures for foreseeable emergency situations that could affect dogs in our care. 63 These may include:

- Fire or smoke.
- Flooding or significant water leaks.
- Power, heating or air-conditioning failure.
- Extreme weather.
- Serious illness or injury.
- Dog-to-dog incidents.
- A missing or escaped dog.
- Failure of security or access systems.
- Building or structural emergencies.
- Dangerous substances or environmental hazards.
- Other circumstances requiring evacuation, isolation, relocation or emergency closure. Staff receive appropriate information and training regarding emergency procedures relevant to their responsibilities. Where an emergency occurs, staff may take whatever reasonable and proportionate immediate action is necessary to protect dogs and people. Depending on the circumstances, this may include:
- Moving dogs to another secure area.
- Separating individual dogs.
- Evacuating the premises.
- Providing appropriate first aid.
- Contacting emergency services.
- Contacting a veterinary surgeon.
- Transporting a dog for emergency veterinary treatment.
- Contacting owners or emergency contacts.
- Requesting immediate collection.
- Temporarily closing The Dog Lounge. Owners will be contacted as soon as reasonably practicable where an emergency materially affects their dog or their dog's attendance. 64

32. Fire & Evacuation The Dog Lounge maintains fire prevention, evacuation and emergency procedures. If evacuation becomes necessary, staff will prioritise the safe evacuation of people and dogs. Dogs will be moved, where safe and practicable, to a designated secure area or other suitable place of safety. Appropriate equipment may be used during evacuation to help maintain control and prevent dogs escaping. Dogs may be temporarily secured individually where necessary for their safety during an emergency. Owners must understand that during a genuine emergency, normal day-care arrangements may need to change immediately. Emergency services' instructions will take priority where applicable. Once dogs and people are safe, owners or nominated emergency contacts will be informed where appropriate. Owners may be asked to collect their dog from The Dog Lounge or an alternative safe location. Dogs will not be permitted to re-enter an evacuated building until it is considered safe to do so.

33. Emergency Veterinary Transportation Where a dog requires urgent veterinary attention and waiting for the owner could compromise the dog's health or welfare, The Dog Lounge may arrange transportation to an appropriate veterinary practice. 65 Where practicable, reasonable attempts will first be made to contact:

1. The owner.
2. Another authorised owner/contact.
3. The nominated emergency contact. However, urgent veterinary treatment will not be unnecessarily delayed where staff reasonably believe that delay could place the dog at greater risk. Where reasonably practicable, the veterinary practice agreed with the owner will be used. Where this is not possible or appropriate due to the nature or urgency of the emergency, the dog may be taken to the nearest or most appropriate available veterinary practice. Dogs will be transported as safely and securely as reasonably possible. The Customer Registration Pack will contain the owner's written authorisation regarding emergency veterinary treatment and transportation. Veterinary costs will be dealt with in accordance with the Veterinary Treatment & Emergency Consent Policy.

34. Dog-to-Dog Incidents & Separation The Dog Lounge takes reasonable precautions to promote safe and appropriate interaction between dogs. Dogs are assessed before ongoing admission, and their behaviour and body language will continue to be monitored. However, dogs are animals and disagreements, inappropriate interactions or unexpected behavioural incidents can occur even between dogs that have previously interacted appropriately. 66 **Staff Intervention** Where staff identify behaviour that may develop into conflict, they will take appropriate action where reasonably possible. This may include:

- Interrupting or redirecting play.
- Removing toys, food or another potential source of conflict.
- Creating additional space between dogs.
- Moving a dog to another appropriate area.
- Using appropriate separation equipment or techniques.
- Providing a quiet period for a dog to calm and decompress.
- Separating dogs completely where necessary. Dogs will not be physically punished for involvement in an incident. Separation Although The Dog Lounge aims to give suitable dogs freedom of movement and choice within appropriate supervised areas, dogs will be separated whenever staff consider this necessary for health, welfare or safety. Reasons may include:
 - Conflict or aggression.
 - Excessive or inappropriate play.

- Fear, anxiety or distress.
- Overstimulation.
- Resource guarding.
- Feeding.
- Illness or injury.
- Rest and recovery.
- Significant differences in play style or physical ability.
- Emergency situations. Following an Incident 67 Where a significant dog-to-dog incident occurs:
 - The dogs involved will be checked for injury.
 - Appropriate first aid will be provided where required and within staff training.
 - Veterinary assistance will be obtained where necessary.
 - The incident will be recorded.
 - Owners of affected dogs will be informed as appropriate.
- The circumstances will be reviewed. Depending on the seriousness or circumstances of the incident, a dog may require reassessment before returning to group day care. A serious incident does not automatically mean permanent exclusion. Each situation will be considered individually, considering behaviour, circumstances, welfare and future risk. However, where continued attendance presents an unacceptable risk, The Dog Lounge may suspend or terminate day-care services.

35. Serious Illness or Injury If a dog becomes seriously ill or is significantly injured while attending The Dog Lounge, staff will take appropriate immediate action. Depending on the circumstances, this may include:

- Removing the dog from further activity.
- Moving the dog to a safe and quiet area.
- Providing appropriate canine first aid within staff training and competence.
- Contacting the owner or emergency contact.
- Seeking veterinary advice.
- Arranging emergency veterinary treatment.
- Transporting the dog to a veterinary practice.
- Calling for additional emergency assistance where appropriate. The dog's immediate health and welfare will take priority. 68 Where a veterinary emergency exists, treatment will not be unnecessarily delayed while attempts are made to contact the owner. The incident and actions taken will be appropriately documented. Owners must inform The Dog Lounge of any existing condition that could increase the risk of a medical emergency, including relevant previous episodes, medication or veterinary instructions. Life-Threatening Emergency In a life-threatening emergency, appropriately trained staff may provide emergency canine first aid, including CPR where indicated, within the limits of their training and competence while veterinary assistance is sought. The Dog Lounge cannot guarantee the outcome of first aid or emergency veterinary treatment, but reasonable steps will be taken to protect the dog's welfare and obtain appropriate professional assistance. Death of a Dog In the extremely unfortunate event that a dog dies or is believed to have died while in our care, the dog will be treated with dignity and respect. The owner will be contacted as soon as reasonably possible. Where appropriate, veterinary assistance will be sought to confirm death and advise on the appropriate next steps. Unless immediate action is required for legal, veterinary, health or welfare reasons, The Dog Lounge will seek to respect the owner's wishes regarding their dog. Any such incident will be fully documented and handled sensitively. 69

36. Emergency Closure of The Dog Lounge There may be exceptional circumstances in which The Dog Lounge cannot safely open or must close during the day. Reasons may include:

- Fire.
- Flooding.
- Loss of essential utilities.
- Failure of heating, cooling or ventilation where this affects dog welfare.
- Dangerous weather conditions.
- Structural or building safety concerns.
- Significant infectious disease concerns.
- Emergency staffing circumstances where safe supervision cannot be maintained.

THE DOG LOUNGE | CUSTOMER POLICY PACK

- Instructions from emergency services, the local authority or another relevant authority.
- Any other event that makes continued operation unsafe or inappropriate. Closure Before Opening Were reasonably possible, customers will be informed as soon as practicable if The Dog Lounge cannot open. Owners must not leave dogs at the premises when they have been informed that The Dog Lounge is closed. Closure During the Day If an emergency requires closure while dogs are already attending:
- Dogs will continue to be appropriately supervised and cared for while arrangements are made.
- Owners and/or emergency contacts will be contacted.
- Owners may be required to arrange prompt collection. 70
- Where the premises cannot safely be occupied, dogs may be temporarily moved to an appropriate secure location in accordance with emergency procedures.
- Owners will be informed where their dog can safely be collected. Owner Emergency Arrangements Every customer must provide at least one suitable emergency contact who can be contacted if the owner is unavailable. Owners should ensure that their emergency contact is reasonably able to assist with collection where necessary. Fees Following Emergency Closure Any refunds, credits or charges relating to an emergency closure will be considered in accordance with the circumstances, the Customer Terms & Conditions and applicable consumer law. The Dog Lounge will not use this policy to remove any statutory rights customers may have.



Section 6 – Customer Information & Privacy

37. Photography, Video & Social Media The Dog Lounge may take photographs or videos of dogs during normal day-care activities. Images or recordings may be used, where appropriate, for purposes including:

- Providing owners with updates about their dog.
- The Dog Lounge's website.
- The Dog Lounge's social media pages.
- Advertising and promotional materials.
- Internal staff training or operational purposes where appropriate. 71 Owners will be provided with appropriate photography and social-media consent choices within the Customer Registration Pack. Owners may choose not to consent to their dog's identifiable photographs or videos being used for public marketing or social-media purposes. Refusing marketing consent will not affect the dog's eligibility for day care. Owners may withdraw marketing consent by contacting The Dog Lounge. Withdrawal will apply to future use where reasonably practicable and will not necessarily require removal of materials already lawfully produced or published. The Dog Lounge will take reasonable care when publishing images and will not intentionally publish unnecessary personal information about owners alongside photographs of their dogs.

38. CCTV CCTV operates within designated areas of The Dog Lounge for legitimate purposes including:

- Safety and security.
- Protection of dogs, staff, customers and property.
- Monitoring the premises.
- Reviewing accidents, incidents or welfare concerns.
- Crime prevention and investigation where appropriate. Appropriate CCTV signage will be displayed. CCTV recordings will only be accessed by authorised persons or disclosed where there is a legitimate and lawful reason to do so. Recordings will be retained only for an appropriate period in accordance with The Dog Lounge's data-protection arrangements, unless footage needs to be retained for longer because of an incident, complaint, investigation, insurance matter or legal requirement. 72 Customers should understand that CCTV footage may contain images of staff, customers, visitors and other dogs and therefore cannot necessarily be freely provided or shared. CCTV will not be installed in areas where individuals would reasonably expect a high level of personal privacy.

39. Data Protection & Privacy The Dog Lounge will collect and process personal information necessary to provide and manage its services. Information may include:

- Owner names and contact details.
- Addresses.
- Emergency contact information.
- Veterinary information.
- Information relating to the customer's dog.
- Payment and transaction information.
- Communications with customers.
- Booking and attendance records.
- Signed agreements and consents.
- Incident or complaint information.
- CCTV footage where applicable. Personal information will be handled in accordance with applicable UK data-protection legislation. Information will only be collected and used where there is an appropriate lawful basis for doing so. Personal information may be used to:
 - Register dogs for day care.
 - Manage bookings and payments. 73
 - Contact owners.
 - Protect animal welfare.
 - Manage emergencies.
 - Maintain required records.
 - Meet licensing, insurance, accounting and legal obligations.
 - Investigate incidents or complaints.

- Operate and protect the business. Information will not be sold to third parties. Information may be shared with appropriate third parties where necessary and lawful, including veterinary professionals, emergency services, insurers, professional advisers, payment providers, regulatory bodies or local authorities. Personal information will be kept securely and retained only for as long as reasonably necessary or legally required. Further information regarding how personal information is collected, used, stored and protected will be contained within The Dog Lounge's Privacy Notice.

39. Privacy Notice The Dog Lounge – Customer Privacy Notice The Dog Lounge is committed to protecting the privacy and personal information of our customers. This Privacy Notice explains what personal information we collect, why we collect it, how we use and protect it, who we may share it with, how long we retain it and the rights individuals have regarding their personal information. For the purposes of UK data-protection legislation, The Dog Lounge is the data controller for personal information covered by this Privacy Notice. **74 Business Name: The Dog Lounge Business Address: Unit 13, Ashley Industrial Estate, 79 Mereside, Soham, Ely, Cb7 5ee Email: thedoglounge1@hotmail.com Telephone: 07752214716**

39.1 Information We Collect We may collect and process personal information including: **Owner Information**

- Full name.
- Home address.
- Telephone number.
- Email address.
- Emergency contact details.
- Details of persons authorised to collect a dog.
- Booking and attendance information.
- Payment and transaction information.
- Communications between customers and The Dog Lounge.
- Complaints and feedback.
- Signed agreements, declarations and consents. Information Relating to Your Dog Although information relating solely to a dog is not normally personal data, it may be connected to information identifying the dog's owner. We may record:
 - Dog's name.
 - Age/date of birth.
 - Breed/type. 75
 - Sex.
 - Microchip number.
 - Neutering status.
 - Vaccination information.
 - Veterinary practice details.
 - Medical conditions.
 - Medication.
 - Allergies and dietary requirements.
 - Disability or additional welfare needs.
 - Behaviour and temperament.
 - Bite or aggression history.
 - Trial Day and behaviour assessment information.
 - Attendance and welfare records.
- Accidents and incidents. CCTV, Photographs & Video CCTV operates within designated areas of The Dog Lounge for safety, security and other legitimate operational purposes. Where appropriate consent has been provided, photographs or videos of dogs may also be used for marketing, promotional or social-media purposes.

39.2 How We Collect Information Information may be collected:

- Directly from customers.
- Through the Customer Registration Pack.
- Through booking and payment arrangements.
- During telephone, email, text or other communications.

- During Trial Days and subsequent attendance.
- Through CCTV.
- Through accident, incident, medication and welfare records.
- From veterinary professionals where appropriate and lawful. 76
- From emergency contacts or authorised persons where necessary. Customers are responsible for ensuring information they provide is accurate and for informing The Dog Lounge when relevant information changes.

39.3 Why We Use Personal Information Personal information may be used to:

- Register dogs for day care.
- Assess suitability for attendance.
- Manage bookings and payments.
- Provide appropriate care for dogs.
- Contact owners regarding their dog.
- Contact emergency contacts where necessary.
- Manage health, medication and welfare requirements.
- Respond to accidents and emergencies.
- Arrange veterinary treatment where authorised or otherwise lawfully necessary.
- Maintain required animal welfare and licensing records.
- Manage complaints and incidents.
- Protect dogs, customers, staff and property.
- Prevent or investigate crime or security incidents.
- Maintain financial and accounting records.
- Meet insurance requirements.
- Meet legal and regulatory obligations.
- Establish, exercise or defend legal claims.
- Operate and improve The Dog Lounge.

39.4 Our Lawful Bases for Processing UK data-protection law requires us to have a lawful basis for processing personal information. 77 Depending upon the circumstances, The Dog Lounge may rely upon: Contract We may process information where it is necessary to enter or perform our agreement with you for dog day-care services. For example, this may include processing information required to register your dog, manage bookings, take payments and communicate with you about the service. Legal Obligation We may process information where necessary to comply with a legal or regulatory obligation, including applicable animal welfare, licensing, tax, accounting and other legal requirements. Legitimate Interests We may process information where necessary for the legitimate interests of The Dog Lounge or another person, provided those interests are not overridden by your rights and interests. This may include:

- Maintaining security.
- Operating CCTV.
- Protecting dogs and people.
- Managing and investigating incidents.
- Preventing fraud.
- Managing complaints.
- Establishing or defending legal claims.
- Improving our services. Consent Where consent is the appropriate lawful basis, we will ask for consent. This may include certain uses of photographs or videos for marketing and social-media purposes. 78 Where processing is based on consent, you may withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing carried out before consent was withdrawn. Vital Interests In exceptional circumstances, information may be processed where necessary to protect someone's life or vital interests.

39.5 Marketing The Dog Lounge will distinguish between communications necessary to provide our day-care services and optional marketing communications. We may contact customers regarding:

- Bookings.
- Payments.
- Their dog's welfare.

- Changes to services.
- Emergencies.
-

Important policy or operational information. These communications are not necessarily marketing communications. Where required, customers will be given an appropriate choice regarding promotional or marketing communications. Customers may ask us to stop sending direct marketing communications at any time.

39.6 Photography & Social Media 79 The Dog Lounge may photograph or record dogs during their attendance. Where photographs or videos are intended for public marketing, advertising or social-media purposes, appropriate consent choices will be provided within the Customer Registration Pack. Customers may decline marketing photography or social-media consent without affecting their dog's eligibility for day care. Consent may be withdrawn for future use by contacting The Dog Lounge. Further information is contained within our Photography, Video & Social Media Policy.

39.7 CCTV CCTV may operate within designated areas of The Dog Lounge for purposes including:

- Safety.
- Security.
- Protection of dogs and people.
- Crime prevention.
- Investigation of accidents or incidents.
- Protection of property. CCTV footage will only be accessed by authorised persons or disclosed where there is a lawful and appropriate reason. Appropriate CCTV signage will be displayed. Footage will normally be retained only for an appropriate period unless it needs to be preserved for longer because of an accident, incident, complaint, insurance matter, legal claim or investigation. Further information is contained within our CCTV Policy. 80

39.8 Sharing Personal Information The Dog Lounge does not sell customers' personal information. Personal information may be shared where necessary and lawful with organisations or individuals including:

- Veterinary professionals.
- Emergency services.
- The relevant local authority or licensing authority.
- Insurers and insurance representatives.
- Accountants and professional advisers.
- IT, booking, payment or other service providers supporting our business.
- Legal advisers.
- Law-enforcement agencies.
- Regulatory authorities.
- Other organisations where disclosure is required or permitted by law. Only information reasonably necessary for the relevant purpose will be shared.

39.9 Emergency Contacts Customers providing another person's details as an emergency contact should ensure that person knows their information has been provided to The Dog Lounge. Emergency contact information will be used where reasonably necessary in connection with the dog's care, welfare, collection or an emergency.

39.10 Keeping Information Secure 81 The Dog Lounge will take appropriate organisational and technical measures to protect personal information against:

- Unauthorised access.
- Accidental loss.
- Destruction.
- Alteration.
- Inappropriate disclosure.
- Misuse. Access to personal information will be limited to individuals who reasonably require it to perform their duties or provide services to The Dog Lounge. Staff handling personal information will be expected to follow The Dog Lounge's confidentiality and data-protection procedures.

39.11 How Long We Keep Information Personal information will not be kept for longer than reasonably necessary.

How long particular information is retained will depend upon:

- Why the information was collected.
- Animal activities licensing requirements.
- Tax and accounting requirements.
- Insurance requirements.
- Contractual requirements.
- Limitation periods for potential legal claims.
- Whether an accident, incident, complaint or dispute has occurred. Where information is no longer required, it will be securely deleted, destroyed or anonymised as appropriate. The Dog Lounge will maintain an internal retention schedule specifying appropriate retention periods for different categories of records. 82

39.12 Your Data Protection Rights Depending upon the circumstances, individuals may have rights including the right to:

- Be informed about how their personal information is used.
- Request access to their personal information.
- Request correction of inaccurate or incomplete information.
- Request deletion of personal information in certain circumstances.
- Request restriction of processing in certain circumstances.
- Object to certain processing.
- Request transfer of certain information where the right to data portability applies.
- Withdraw consent where processing is based upon consent. These rights are not absolute and may depend upon the circumstances and the lawful basis on which information is being processed. Requests concerning personal information should be made using the contact details contained within this Privacy Notice. The Dog Lounge may need to verify the identity of the person making a request before releasing personal information.

39.13 Complaining About the Use of Your Information If you have concerns about how The Dog Lounge has handled your personal information, please contact us first so that we have an opportunity to investigate and respond. You also have the right to raise a concern with the Information Commissioner's Office (ICO), the UK's independent data-protection regulator. Information about data-protection rights and how to make a complaint is available from the Information Commissioner's Office. 83

39.14 Changes to This Privacy Notice The Dog Lounge may update this Privacy Notice where necessary to reflect changes in:

- Data-protection legislation.
- Our services.
- Technology or systems.
- Licensing requirements.
- How personal information is processed. Where a material change affects customers, we will take reasonable steps to inform them.

39.15 Information You Are Required to Provide Certain personal information is required so that The Dog Lounge can provide day-care services, protect animal welfare and comply with legal and licensing obligations. Where information is required for these purposes and is not provided, The Dog Lounge may be unable to:

- Register your dog.
- Accept or continue bookings.
- Safely provide day-care services.
- Administer authorised medication.
- Contact you during an emergency.
- Meet applicable licensing or legal requirements. Where providing information is optional, this will be made clear where appropriate.

39.16 Information Obtained from Other Sources Most personal information will be obtained directly from customers. ⁸⁴ In some circumstances, The Dog Lounge may receive relevant information from another lawful source, including:

- An authorised family member or representative.
- A nominated emergency contact.
- A veterinary practice or veterinary professional.
- An insurer.
- A local authority or regulatory body.
- Emergency services.
- A payment or booking service provider. Where required by data-protection law, customers will be provided with appropriate information regarding such processing.

39.17 International Transfers Some service providers used by The Dog Lounge, including providers of IT systems, cloud storage, email, booking, payment or communication services, may process or store personal information outside the United Kingdom. Where personal information is transferred outside the UK, The Dog Lounge will ensure that an appropriate lawful transfer mechanism or safeguard is in place where required by UK data-protection legislation. This may include reliance on applicable adequacy regulations or appropriate contractual safeguards.

39.18 Automated Decision-Making The Dog Lounge does not currently make decisions about customers or their dogs solely by automated means where those decisions produce legal effects or similarly significant effects. ⁸⁵ Decisions regarding a dog's suitability for day care, suspension or termination of attendance will involve appropriate human assessment. If this changes, this Privacy Notice will be updated and affected individuals will be provided with the information required by applicable data-protection law.

39.19 Data Breaches The Dog Lounge maintains procedures for responding to suspected or confirmed personal data breaches. Where a personal data breach occurs, The Dog Lounge will assess the circumstances and take appropriate steps to contain and investigate the breach. Where legally required, the breach will be reported to the Information Commissioner's Office and affected individuals will be informed.

39.20 Contacting Us About Your Personal Information Questions, concerns or requests relating to personal information should be directed to: The Dog Lounge Address: unit 13, Ashley Industrial Estate, 79 Mereside, Soham, Ely, Cb7 5EE Email: thedoglounge1@hotmail.com Telephone: 07752214716 Please provide sufficient information to enable us to identify you and understand your request. We will respond to data-protection requests within the timescales required by applicable law. ⁸⁶

39.21 Information Commissioner's Office If you are unhappy with the way The Dog Lounge has handled your personal information, you have the right to make a complaint to the Information Commissioner's Office (ICO). Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Telephone: 0303 123 1113 Customers are encouraged to contact The Dog Lounge first so that we have an opportunity to investigate and resolve their concerns, although this does not affect their right to contact the ICO.

40. Customer Communication Customers must provide accurate and current contact information. Owners must inform The Dog Lounge promptly if there:

- Telephone number changes.
- Email address changes.
- Home address changes.
- Emergency contact changes.
- Veterinary practice changes. The Dog Lounge may communicate with customers by telephone, text message, email or another agreed communication method. ⁸⁷ Customers are responsible for checking communications relating to their dog's bookings, health, welfare or attendance. During an urgent welfare or emergency, The Dog Lounge may contact the owner and nominated emergency contacts using the details provided. Customers must ensure their nominated emergency contacts know they have been nominated and are willing to act where necessary. Marketing communications will be handled separately from essential communications relating to the provision of day-care services.



Section 7 – Complaints & Responsibilities

41. Complaints & Customer Feedback The Dog Lounge welcomes customer feedback and aims to resolve concerns fairly, professionally and promptly. Customers who have a concern or complaint should raise it with management as soon as reasonably possible. Complaints may relate to matters including:

- The care of a dog.
- Customer service.
- Staff conduct.
- An accident or incident.
- Charges or payments.
- Facilities.
- The application of a policy. Complaints will be taken seriously and handled respectfully. 88 Where appropriate, The Dog Lounge will:
- Record the complaint.
- Investigate the circumstances.
- Review relevant records.
- Speak with relevant staff.
- Review CCTV where available and appropriate.
- Provide the customer with a response.
- Take appropriate corrective action where necessary. Customers will not be treated unfavourably simply because they have raised a genuine complaint. Abusive, threatening or intimidating behaviour towards staff will not be accepted. Nothing within this complaint's procedure affects a customer's statutory rights.

42. Damage Caused by Dogs Owners are responsible for providing accurate information about their dog's behaviour and any known destructive tendencies. Normal wear and tear associated with operating a dog day-care environment is accepted as part of the business. The Dog Lounge will not automatically charge owners for ordinary accidental damage caused during normal dog behaviour or play. However, where a dog causes significant or exceptional damage and the circumstances indicate that the owner may reasonably be responsible — particularly where relevant behavioural information was knowingly withheld — The Dog Lounge may discuss the circumstances and reasonable costs with the owner. Any request for payment will be considered fairly and in accordance with applicable law. 89 Where repeated destructive behaviour presents a welfare or safety concern, the dog's continued suitability for day care may be reviewed.

43.

Veterinary Costs & Owner

Financial Responsibility Owners remain responsible for the normal costs associated with their dog's health and veterinary care. This includes veterinary costs arising from:

- Pre-existing medical conditions.
- Naturally occurring illness.
- Conditions unrelated to The Dog Lounge's actions.
- Treatment that would ordinarily be the owner's responsibility. Where emergency veterinary treatment is required and The Dog Lounge pays a veterinary practice on the owner's behalf, the owner may be required to reimburse the reasonable amount paid where they are responsible for those costs. Where an injury or illness may have resulted from an incident occurring at The Dog Lounge, responsibility for veterinary costs will be considered according to the individual circumstances. The Dog Lounge will not require an owner to accept responsibility for costs where The Dog Lounge is legally responsible for the loss or injury. Nothing within this policy excludes or restricts liability that cannot lawfully be excluded or restricted. Owners should maintain appropriate arrangements to meet unexpected veterinary expenses.

44. Insurance 90 The Dog Lounge will maintain appropriate business insurance as required for its activities and licensing arrangements. Owners are encouraged to maintain suitable insurance for their own dog, including veterinary treatment cover where appropriate. Where requested as part of registration or licensing requirements, owners must provide relevant information regarding insurance relating to their dog. The existence of insurance does not determine legal responsibility for an incident. Where an incident may give rise to an insurance claim, The Dog Lounge may provide relevant information to its insurer and cooperate with any reasonable investigation. Owners may also be asked to provide relevant information reasonably required in connection with an insurance claim. Nothing within this policy affects the legal rights or responsibilities of either party.

45.

Suspension or Termination of Day-Care Services The Dog Lounge reserves the right to temporarily suspend or permanently discontinue a dog's attendance were reasonably necessary. Reasons may include:

- Significant welfare concerns.
- Aggression or unsafe behaviour.
- Repeated serious incidents.
- The dog becoming unsuitable for group day care.
- Significant fear, anxiety or distress.
- Health or medical concerns that cannot safely be managed within the day-care environment.
- Failure to maintain required vaccinations or preventative healthcare.
- Failure to comply with neutering requirements. 91
- Bringing a female dog to day care while she is in season.
- Failure to disclose important health or behavioural information.
- Persistent late collection.
- Persistent failure to follow booking or payment requirements.
- Serious or repeated breaches of The Dog Lounge's policies.
- Abusive, threatening or unacceptable behaviour towards staff or other customers.
- Circumstances where continued attendance could compromise the safety or welfare of the individual dog, other dogs or people. Where appropriate, The Dog Lounge will discuss concerns with the owner and may offer reassessment or alternative arrangements. Immediate suspension may occur where there is a serious or immediate health, welfare or safety concern. Where reasonably practicable, owners will be informed of the reason for suspension or termination. The welfare and safety of dogs and people will remain the primary consideration. "Except where immediate suspension or termination is reasonably necessary for safety, welfare, serious misconduct or another serious breach, reasonable notice will be given where appropriate."

Section 8 – Policy Agreement

46. Changes to Customer Policies The Dog Lounge may review and update this Customer Policy Pack periodically. Changes may be required because of:

- Changes in legislation.
- Local authority licensing requirements. 92
- Animal welfare guidance.
- Veterinary guidance.
- Insurance requirements.
- Changes to facilities or services.
- Operational or safety requirements.
- Experience gained through operating the day-care service. Customers will be informed of material changes where appropriate. Where a significant change requires new consent or agreement from an owner, The Dog Lounge will obtain this where required. The most current version of the Customer Policy Pack will apply to future bookings and attendance, subject to applicable consumer law and any existing contractual rights.

47. Customer Policy Pack Acknowledgement All customers must read this Customer Policy Pack before completing and signing The Dog Lounge Customer Registration Pack. Customers are not required to sign every individual policy. Instead, the Customer Registration Pack will contain a Customer Policy Pack Declaration confirming that the owner has:

- Been provided with access to the Customer Policy Pack.
- Read the Customer Policy Pack.
- Understood the policies and requirements applicable to their dog's attendance.
- Agreed to comply with the applicable Customer Terms & Conditions.
- Had the opportunity to ask questions about anything they do not understand.
- Provided complete and accurate information regarding their dog.
- Agreed to notify The Dog Lounge of relevant changes. Certain matters requiring specific permission or authorisation will have separate consent or signature sections within the Customer Registration Pack. 93 These may include:
- Emergency veterinary treatment.
- Emergency veterinary transportation.
- Medication administration.
- Photography and social-media consent.
- Authorised collection arrangements.
- Any other consent required by law, licensing requirements or The Dog Lounge's procedures.

Important Signing the Customer Registration Pack does not remove or reduce any statutory rights available to the customer. No provision within this Customer Policy Pack is intended to exclude or restrict liability were doing so would be unlawful. The Customer Registration Pack and Customer Policy Pack should be read together as part of the agreement governing the dog's attendance at The Dog Lounge.

48. Legislation, Licensing & Reference Framework The Dog Lounge is committed to operating in accordance with applicable legislation, statutory guidance, animal welfare requirements and the conditions of its Animal Activities Licence. This Customer Policy Pack, together with The Dog Lounge's internal policies, procedures, risk assessments, staff training and record-keeping systems, has been developed with reference, where applicable, to:

- Animal Welfare Act 2006. 94
- Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, including applicable general and specific conditions relating to the provision of day care for dogs.
- DEFRA – Dog Day Care Licensing: Statutory Guidance for Local Authorities, as amended or replaced from time to time.
- The conditions and requirements contained within The Dog Lounge's Animal Activities Licence issued by the relevant local authority.
- Microchipping of Cats and Dogs (England) Regulations 2023, where applicable.
- UK General Data Protection Regulation (UK GDPR).

- Data Protection Act 2018.
- Applicable consumer protection legislation relating to the provision of services to customers.
- Applicable health and safety and fire-safety legislation and guidance.
- Relevant veterinary and animal-welfare guidance where reasonably appropriate to the care of dogs attending The Dog Lounge.

48.1 Animal Welfare The welfare of dogs attending The Dog Lounge will remain a primary consideration in the operation of the day-care service. The Dog Lounge will take reasonable steps to provide for dogs' individual welfare needs, including appropriate consideration of:

- A suitable environment.
- Appropriate food and access to fresh drinking water.
- Opportunities to exhibit appropriate normal behaviour.
- Appropriate social interaction and, where necessary, separation from other animals.
- Protection from pain, suffering, injury and disease.
- Appropriate exercise, enrichment and mental stimulation.
- Adequate opportunities for rest and quiet time.
- Individual age, health, mobility, temperament and additional welfare requirements.

48.2 Licensing Requirements The Dog Lounge will operate subject to the conditions of its Animal Activities Licence and applicable statutory licensing requirements. 95 Where a licensing condition or statutory requirement imposes a higher or more specific standard than a provision within this Customer Policy Pack, the applicable legal or licensing requirement will take precedence. The Dog Lounge may therefore make reasonable amendments to its policies, procedures or operating arrangements where necessary to:

- Maintain compliance with legislation.
- Meet licensing conditions.
- Respond to updated statutory guidance.
- Protect animal welfare.
- Address veterinary or public-health advice.
- Meet insurance requirements.
- Improve health, safety or operational standards. Customers will be informed of material changes affecting their agreement or their dog's attendance where appropriate.

48.3 Current Requirements Legislation, statutory guidance and licensing requirements may change. References within this Customer Policy Pack are intended to identify the principal framework relevant to the operation of The Dog Lounge and are not intended to provide an exhaustive statement of the law. The Dog Lounge will have regard to the legislation, statutory guidance and licensing conditions applicable at the relevant time. Nothing within this Customer Policy Pack is intended to remove, restrict or reduce any statutory right or legal protection available to a customer.

49. Related Documents & Records 96 This Customer Policy Pack forms part of The Dog Lounge's wider system for managing animal welfare, customer agreements, staff responsibilities, health and safety, licensing compliance and day-to-day operations. The following documents and records may be used alongside this Customer Policy Pack, where applicable.

49.1 Customer & Dog Records These may include:

- Customer Registration Pack.
- Owner Agreement and Declaration.
- Emergency Contact Information.
- Veterinary Details.
- Vaccination and

Preventative Healthcare Records.

- Microchip Information.
- Individual Dog Day-Care Plan.

- Trial Day & Behaviour Assessment.
- Behaviour Review / Reassessment Records.
- Medication Authorisation and Administration Records.
- Feeding and Dietary Instructions.
- Allergy and Medical Information.
- Emergency Veterinary Treatment Consent.
- Emergency Veterinary Transportation Consent.
- Authorised Collection Details.
- Photography, Video and Social-Media Consent.
- Individual Exercise, Play and Enrichment Agreement.
- Pool and Water-Play information or consent where applicable.

49.2 Daily Operational Records The Dog Lounge may maintain records including:

- Daily Dog Attendance Register.
- Daily Dog Welfare Records.
- Feeding Records. 97
- Medication Administration Records.
- Welfare Observations.
- Behaviour Observations.
- Accident and Incident Reports.
- Dog-to-Dog Incident Records.
- Illness and Injury Records.
- Veterinary Treatment Records.
- Cleaning and Hygiene Records.
- Daily Premises and Safety Checks.
- Temperature and environmental monitoring where required.
- Emergency and evacuation records where applicable.

49.3 Internal Policies & Procedures The Dog Lounge maintains internal policies and procedures supporting the safe operation of the business. These may include procedures relating to:

- Animal welfare.
- Dog supervision and group management.
- Dog behaviour and body language.
- Safe dog handling.
- Dog separation and intervention.
- Trial Day assessments.
- Feeding and drinking water.
- Medication administration.
- Cleaning and biosecurity.
- Infectious disease.
- Parasite control.
- Pool and water safety.
- Hot and extreme weather.
- Fire and evacuation.
- Missing or escaped dogs.
- Emergency veterinary treatment and transportation.
- Human first aid.
- Canine first aid. 98
- Accident and incident management.
- Health and safety.

• Coshh.

- Manual handling.
- Lone working.

- Electrical safety.
 - Waste management.
 - Data protection and confidentiality.
- **Cctv.**
- Photography and social media.
 - Complaints.
 - Emergency closure and business continuity.

49.4 Risk Assessments Appropriate risk assessments will be maintained and reviewed in relation to The Dog Lounge's premises, activities and foreseeable hazards. Risk assessments may include, where applicable:

- Dog-to-dog interaction.
- Animal bites and scratches.
- Dog handling and separation.
- Slips, trips and falls.
- Manual handling.
- Pool and water activities.
- Hot weather and extreme temperatures.
- Fire and evacuation.
- Cleaning chemicals and COSHH.
- Electrical equipment.
- Outdoor play equipment.
- Sand and enrichment areas.
- Infectious disease and biosecurity.
- Lone working.
- Staff, customer and visitor safety.
- Emergency transportation of dogs.
- Premises-specific hazards. 99 Risk assessments will be reviewed where reasonably necessary, including following significant incidents, material changes to the premises or activities, changes to legislation or licensing requirements, or where experience indicates that existing control measures should be reconsidered.

49.5 Staff Training & Competency Records The Dog Lounge will maintain appropriate staff training, induction and competency records. Training may include:

- New-starter induction.
- Animal welfare.
- Dog behaviour and body language.
- Safe dog handling.
- Group supervision.
- Dog separation and intervention.
- Cleaning and biosecurity.
- Infection prevention and control.
- Health and safety.
- Emergency procedures.
- Fire and evacuation.
- Human first aid and CPR.
- Canine first aid and CPR.
- Medication administration.
- Pool and water safety.
- Customer service.
- Data protection and confidentiality.
- Practical competency assessments.
- Refresher training where appropriate. Training requirements will be reviewed periodically and following significant changes to legislation, licensing guidance, procedures, facilities or staff responsibilities.

49.6 Record Retention & Availability 100 Records required for animal-activities licensing will be maintained for the period required by applicable legislation, statutory guidance and licence conditions. Where the applicable licensing requirements specify a minimum retention period, The Dog Lounge will retain those records for at least that period. Electronic records will be appropriately protected and backed up where required. Records may be made available to the relevant licensing authority or other authorised body where legally required or reasonably necessary for inspection, licensing or regulatory purposes. Personal information contained within records will be handled in accordance with The Dog Lounge's Privacy Notice and applicable data-protection requirements.

49.7 Document Control The Dog Lounge will periodically review its policies, procedures, forms, risk assessments and training documents to help ensure that they remain appropriate and up to date. Documents may display information including:

- Document title.
- Version number.
- Effective date.
- Last review date.
- Next scheduled review date.
- Person responsible for approval or review. Documents may be reviewed earlier than their scheduled review date following:
 - A change in legislation.
 - Updated licensing guidance.
 - A change to licence conditions.
 - A significant accident, incident or near miss.
 - Veterinary or animal-welfare advice.
 - Changes to the premises or equipment. 101
 - Changes to services or operating procedures.
 - Identification of a new or increased risk.
 - Feedback from staff, customers or the licensing authority. Superseded versions will be removed from operational use where appropriate so that staff and customers are provided with the current applicable version.

Important The Customer Policy Pack, Customer Registration Pack and relevant individual dog records should be read together where applicable. The Customer Policy Pack explains the general policies and conditions applying to dogs attending The Dog Lounge. The Customer Registration Pack records the owner's information, declarations, permissions and specific consents. Individual care plans, assessments and operational records allow The Dog Lounge to document and respond to the individual welfare needs of each dog. Together, these documents support The Dog Lounge's commitment to providing a safe,

Final Legal Terms & Customer Acknowledgement

Entire agreement. This Customer Policy Pack, the Customer Registration Pack, any individual care plan and any written booking confirmation or written variation agreed by The Dog Lounge together form the agreement for day-care services. Nothing in this clause excludes information or representations that the law requires to form part of the contract.

Severability. If any provision is found to be unlawful, invalid or unenforceable, it will be treated as modified to the minimum extent necessary or, if that is not possible, removed. The remaining provisions will continue to apply.

No waiver. A failure or delay by either party to enforce a contractual right does not automatically mean that right has been waived.

Governing law. This agreement is governed by the law of England and Wales. Consumers retain any mandatory rights relating to where proceedings may lawfully be brought.

Statutory rights. Nothing in this agreement excludes or restricts the customer's statutory rights, The Dog Lounge's obligation to provide services with reasonable care and skill, or liability that cannot lawfully be excluded or restricted.

Customer Acknowledgement

The customer signs the corresponding acknowledgement in the Customer Registration Pack. A separate signature on this Policy Pack is not required unless The Dog Lounge specifically requests one.

- ☐ I have been provided with, or given access to, this Customer Policy Pack.
- ☐ I have had a reasonable opportunity to read it and ask questions before agreeing.
- ☐ I understand that separate written consent may be required for medication, feeding, water play, emergency veterinary treatment, photography and other individual matters.
- ☐ I understand that I must keep The Dog Lounge informed of material changes affecting my dog's health, behaviour, welfare or suitability for day care.

Owner name	
Dog name(s)	
Signature	
Date	

The Dog Lounge