



DEFINITIONS

Crossroads Resort is the collective brand name for Crossroads Kennels and Cattery and associated services, including Crossroads Daycare, Crossroads Hydrotherapy Centre and Crossroads Dog Training Services. By engaging with any service offered under the Crossroads Resort brand, the Client acknowledges and agrees that these Terms and Conditions, whether referencing Crossroads Resort generally or a specific department, constitute a binding agreement with Crossroads Kennels and Cattery or Crossroads Hydrotherapy Centre.

GENERAL

1. By either (a) enrolling a dog, (b) permitting a dog to attend, or (c) accepting services provided by Crossroads Resort or the Crossroads Hydrotherapy Centre and their staff, the Client is deemed to have read, understood, and agreed to be bound by these Terms and Conditions.
2. During the period a dog is in our care, the Client authorises Crossroads Resort to take reasonable and necessary action to protect the dog's health, safety and welfare. In the event of a medical emergency, reasonable attempts will be made to contact the Client or their designated emergency contact. Where immediate veterinary attention is required and contact cannot be established, Crossroads Resort is authorised to seek veterinary advice and arrange necessary treatment in the dog's best interests, in consultation with the attending veterinary professional.
3. Crossroads Resort and Crossroads Hydrotherapy Centre collect, use and store personal information where necessary to manage bookings, provide services and meet relevant legal obligations. Personal information will be handled securely and may be shared with veterinary professionals or other relevant service providers where necessary and lawful. Further information about how personal data is used, stored and protected can be found in our Privacy Policy.
4. Upon termination of the contract, regardless of the reason for termination, the Client remains responsible for the prompt payment of all outstanding fees, invoices, and any applicable interest owed to Crossroads Resort or the Crossroads Hydrotherapy Centre. Where services have been provided but not yet invoiced, an invoice will be issued and payment will be due upon receipt.
5. Crossroads Resort reserves the right to refuse, suspend or withdraw a dog's access to any of its services where there are concerns regarding the safety or welfare of the dog, other animals or staff. Decisions will be made following consideration of the circumstances and the needs of those involved.
6. Crossroads Resort reserves the right to refuse service to, or remove, any Client who engages in aggressive, abusive, threatening, discriminatory, or otherwise inappropriate behaviour towards staff, other clients, or animals.
7. Crossroads Resort may take photographs or videos of dogs during their time at our facilities for internal records, training or promotional purposes. Where photographs or videos are intended for public use, including social media, website content or marketing materials, permission will be obtained through our media consent process. Clients may withdraw their consent for future promotional use by contacting us in writing.

KENNELS/BOARDING

1. A 50% deposit of the total booking value is required within 24 hours to secure kennel availability and confirm all reservations.
2. All booking cancellations must be submitted in writing, either by email or through the Client Portal. Cancellations made over the phone or left as voicemail messages will not be accepted. The date written notice is received will determine which cancellation terms apply.
3. For off-peak bookings, deposits are refundable where written cancellation notice is received more than 28 days before the scheduled arrival date.
 - 3.1. Where written cancellation notice is received 28 days or less, but more than 14 days before arrival, the deposit is non-refundable but may be transferred once as account credit, valid for 12 months.
 - 3.2. Cancellations made 14 days or less before arrival will result in the deposit being forfeited in full.
4. Deposits for bookings during peak periods are non-refundable and non-transferable. Peak periods include bank holidays, July and August, the full week following the August bank holiday, the Christmas season, all school holidays, and the weekends immediately preceding and following these periods. Where any part of a booking falls within a peak period, the entire booking will be treated as a peak-period booking.
5. Bookings made within 14 days of the scheduled arrival date, including the 14th day, must be paid in full at the time of booking. Payments for these bookings are non-refundable.
6. Where a Client has chosen to pay for their booking in full, a partial refund may be offered at Crossroads Resort's discretion if written cancellation notice is received more than 14 days before the scheduled arrival date and the entire cancelled booking is successfully relet. This applies to both peak and off-peak bookings. No payments will be refunded for cancellations made within 14 days of arrival, including the 14th day.
7. Where a booking is cancelled within 7 days of the scheduled arrival date, including the 7th day, or the dog does not arrive for its booked stay, the full booking value remains payable. Any outstanding balance will be due.
 - 7.1. Crossroads Resort reserves the right to decline or cancel future bookings where balances remain unpaid.
8. Where a booking paid using account credit is cancelled more than 28 days before the scheduled arrival date, the deposit will remain as credit on the Client's account.
 - 8.1. Where a booking paid using account credit is cancelled 28 days or less, but more than 14 days before arrival, the deposit may, at Crossroads Resort's discretion, be transferred once to an alternative booking, valid for 12 months.
 - 8.2. Where a booking paid using account credit is cancelled within 14 days of arrival, including the 14th day, the deposit will be forfeited in full. No refund or further credit will be issued.
9. Requests to amend an existing booking must be submitted in writing, either by email or through the Client Portal. Amendment requests made over the phone or left as voicemail messages will not be accepted. All amendments are subject to availability and management discretion.
 - 9.1. Reasonable amendments, such as changing arrival or collection times within the existing booked dates, or extending a stay where availability permits, may be accommodated without an amendment fee.
 - 9.2. Substantial amendments, including moving a booking to entirely new dates, reducing the overall length of stay, or removing individual days, will be treated as a cancellation and new booking. Applicable cancellation terms will apply.
 - 9.3. Where an amendment is approved, the revised booking will be charged at the rates in place at the time of amendment.
 - 9.4. Crossroads Resort reserves the right to decline amendment requests where they would materially affect kennel availability or business operations.
 - 9.5. Additional services or enrichment activities booked as part of, or in addition to, a boarding stay are subject to availability. Where the boarding stay remains in place, any

cancellation or amendment to these services must be made at least 48 hours before the scheduled boarding arrival date. Changes made within 48 hours of arrival, or failure to use a booked service, will result in the full charge being payable.

10. Boarding is charged per calendar day, including both the day of arrival and the day of departure, regardless of drop-off or collection time. Each kennel is reserved exclusively for the dog for the full day, and no reductions are offered for late arrivals or early collections.

11. Where a dog is collected prior to the scheduled conclusion of the booking, the full booking value remains payable.

12. At the conclusion of the stay, any outstanding balance must be paid in full, including any applicable charges. Where additional services have been provided and not previously invoiced, a final invoice will be issued, and payment will be due immediately upon receipt.

13. Where anyone other than the registered Owner is collecting the dog, the Owner must notify Crossroads Resort in advance, including where the individual is listed as an emergency contact.

13.1. The Owner must provide the full name and contact details of the authorised individual.

13.2. The authorised individual must present valid photographic identification upon collection.

13.3. Crossroads Resort reserves the right to refuse to release a dog where the collector's identity or authorisation cannot be verified.

13.4. The Owner remains responsible for ensuring that any authorised third party is capable of safely collecting and caring for their dog.

14. All Clients must provide an emergency contact through the Client Portal who is willing and able to act on their behalf if they cannot be reached.

14.1. The Client is responsible for ensuring their emergency contact is aware of this responsibility and is willing and able to collect and care for the dog if required.

14.2. Where a dog must be collected early for health, safety or welfare reasons, the Client remains responsible for arranging suitable alternative care and any associated costs.

14.3. Crossroads Resort will not be responsible for additional travel costs, accommodation costs or other losses arising from the Client's emergency contact being unavailable or unable to provide suitable care.

15. Where a dog is not collected at the end of its booked stay, Crossroads Resort will make reasonable attempts to contact the Owner and their nominated emergency contact to arrange collection.

15.1. If suitable collection arrangements cannot be made, Crossroads Resort reserves the right to seek advice or assistance from the relevant local authority, animal welfare organisation or other appropriate professional, and to take lawful and reasonable steps necessary to safeguard the dog's welfare.

15.2. The Owner remains responsible for all reasonable costs arising from the dog's continued care, including additional boarding, veterinary treatment and any necessary transport or alternative accommodation.

16. Double rates apply to boarding on bank holidays, including Christmas Day, Boxing Day and New Year's Day.

17. Dogs may only be dropped off or collected during the following designated arrival and collection times:

17.1. Monday - Saturday: 9:00am - 11:45am and 4:00pm - 5:15pm

17.2. Sundays and Bank Holidays: 9:00am - 11:00am only

17.3. Christmas Eve (24th December): Arrivals only. No collections.

17.4. Christmas Day (25th December) and Boxing Day (26th December): Closed for all arrivals and collections.

17.5. 27th December: Collections only. No arrivals.

18. Clients must collect their dogs within the designated collection times stated in Clause 17. Dogs not collected before the end of the applicable collection period may be required to stay overnight, with an additional day's boarding charge payable.

19. Dogs that have not previously boarded at Crossroads Resort must complete a trial stay before their first booking. Crossroads Resort may also require a further trial stay for returning

dogs where a significant period has passed since their last visit, or where changes in age, health, behaviour or other circumstances make reassessment necessary.

19.1. The trial stay allows the dog to become familiar with the kennels, staff and daily routines, and enables Crossroads Resort to assess their suitability for boarding.

19.2. Trial stays consist of a day and overnight stay, unless otherwise agreed, and are charged as two calendar days at the standard boarding rate.

19.3. Dogs attending a trial stay must arrive during the morning drop-off period to allow sufficient time for observation.

19.4. Following the trial stay, Crossroads Resort will assess the dog's suitability for future boarding. Additional trial stays or alternative arrangements may be recommended where necessary.

19.5. Clients may choose to secure future boarding dates by paying the required booking deposit when arranging the trial stay, or complete the trial stay before making a future booking, subject to availability.

19.6. Where a deposit has been paid for a future booking, that booking will remain provisional until the trial stay has been successfully completed.

19.7. If the trial stay is successful, the future booking will be confirmed and the deposit retained in accordance with these Terms and Conditions.

19.8. Clients are responsible for arranging and completing any required trial stay at least 28 days before their scheduled boarding arrival date, unless otherwise agreed by Crossroads Resort.

19.9. Where Crossroads Resort determines following a completed trial stay that a dog is unsuitable for boarding, any deposit paid towards the provisional booking will be refunded in full.

19.10. Where a Client has not arranged or completed the required trial stay within this timeframe, Crossroads Resort reserves the right to review or cancel the provisional booking. Any deposit paid will be handled in accordance with the applicable cancellation terms, taking into account the circumstances of the delay.

19.11. The cost of the trial stay itself remains payable regardless of the outcome. Kennel availability for future bookings cannot be held without a paid booking deposit.

20. Dogs must be at least 9 months old to board for stays of up to 7 days. For stays exceeding 7 days, dogs must be at least 12 months old.

20.1. Crossroads Resort reserves the right to request a veterinary letter confirming that a dog is fit to board where new medical information is disclosed, age-related concerns arise, or the dog's previous medical history indicates that further assessment may be necessary.

20.2. Where requested, the veterinary letter must be dated within 14 days before the scheduled arrival date and confirm that the dog is suitable for a boarding kennel environment. Crossroads Resort reserves the right to decline or postpone boarding where the requested confirmation has not been provided or where concerns remain regarding the dog's health or welfare.

21. The Owner must disclose any existing medical conditions, health concerns or ongoing treatment at the time of booking and inform Crossroads Resort of any changes to the dog's health before arrival. Dogs must arrive in good health and be fit for boarding. Where necessary, Crossroads Resort may request veterinary confirmation in accordance with Clause 20.

22. All dogs must have valid vaccination records for Distemper, Hepatitis, Leptospirosis and Kennel Cough. The Kennel Cough vaccination must have been administered at least 14 days before arrival. Titre test results are accepted for Distemper and Hepatitis where they demonstrate adequate protection, but are not accepted as an alternative to vaccination against Leptospirosis or Kennel Cough.

23. Dogs will not be admitted without valid evidence of the required vaccinations or accepted titre test results, as outlined in Clause 22. Where admission is refused due to missing or invalid documentation, the booking will be treated as a same-day cancellation and the applicable cancellation terms will apply.

24. Dogs must be up to date with appropriate worming, flea and tick prevention treatments before arrival.

24.1. Where parasites are detected, Crossroads Resort will contact the Owner to discuss appropriate treatment. Any treatment will require veterinary consultation and the Owner's consent, with external parasite products authorised by the VMD and licensed for use in the UK. Associated costs will be payable by the Owner.

24.2. Where treatment is declined, or the dog's continued stay presents a risk to other dogs, Crossroads Resort may require early collection and alternative care arrangements.

25. Crossroads Resort can administer oral, topical, eye and ear medications with reasonable care. Injectable medications will not be administered.

25.1. All medications must be provided in their original packaging and clearly labelled with the dog's name, dosage instructions and veterinary details.

25.2. Medications are administered between 8:00am and 5:00pm only. Where medication must be given at specific times or intervals, the Owner must contact Crossroads Resort before booking to confirm whether these requirements can be accommodated.

25.3. Crossroads Resort reserves the right to refuse to administer medication where labelling, instructions or veterinary authorisation are unclear or insufficient.

26. Crossroads Resort provides bedding, food bowls and water bowls for all boarding dogs. Beds brought from home are not accepted for hygiene reasons, and owners should not bring their own bowls unless otherwise agreed. Familiar toys or blankets may be provided at the Owner's risk. Crossroads Resort cannot guarantee the return or condition of personal items brought into the kennels.

26.1. The use of prong collars, shock collars, vibration collars and electronic devices attached to collars, harnesses or dogs is not permitted during boarding. Clients must ensure such equipment is removed before arrival. Any prohibited equipment left on a dog will be removed by Crossroads Resort staff and stored securely until collection.

27. Feeding arrangements will be confirmed before arrival or at drop-off.

27.1. Owners are encouraged to provide their dog's usual food to maintain consistency with their normal diet. Alternatively, Crossroads Resort can provide food from its available selection at no additional charge, with options confirmed at drop-off.

27.2. Dogs are typically fed twice daily, with chews and treats provided where appropriate.

28. Where veterinary attention is required during a dog's stay, Crossroads Resort may arrange treatment through its designated or an emergency veterinary provider, in accordance with General Clause 2.

28.1. Minor injuries or illness may occur despite reasonable care and supervision. The Owner is responsible for veterinary costs arising during the dog's stay, except where Crossroads Resort is legally responsible for those costs.

28.2. Crossroads Resort will not be responsible for injury, illness, loss or veterinary costs arising during a dog's stay where reasonable care has been taken and Crossroads Resort is not at fault.

28.3. Where veterinary attention or additional care is required because of a pre-existing medical condition that was not disclosed before arrival, a £100 transport and staff fee may apply, in addition to any veterinary costs.

29. The Owner must disclose any known aggressive, reactive or concerning behaviour before booking and inform Crossroads Resort of any changes in their dog's behaviour before arrival.

30. Crossroads Resort reserves the right to refuse admission or require early collection of any dog where illness, distress, aggression, behaviour or other welfare concerns make boarding unsuitable or unsafe. The Owner remains responsible for damage or injury caused by their dog.

31. Where early collection is required due to illness, behaviour or welfare concerns, the Owner is responsible for arranging collection and any associated costs, in accordance with Clause 14. The full booking value remains payable, although Crossroads Resort may consider a partial refund at its discretion, depending on the circumstances.

32. Dogs from the same household may share kennel accommodation at the Owner's request, subject to Crossroads Resort's approval. Crossroads Resort reserves the right to separate dogs at any time where necessary for their health, safety or welfare.

32.1. Where dogs are separated for health, safety or welfare reasons and additional kennel accommodation is required, the Owner will be responsible for the additional boarding charges.

33. As part of their standard boarding care, all dogs will be provided with enrichment activities tailored to their individual needs, age, health, temperament and abilities. By booking, the Owner agrees to their dog participating in suitable enrichment activities selected and supervised by Crossroads Resort staff, with activities adapted or withdrawn where necessary for the dog's welfare.

34. Crossroads Resort offers additional enrichment activities as optional, chargeable extras during boarding stays. These include supervised group activities, additional solo or paired walks for dogs from the same household, and fun swims in the hydrotherapy centre. All activities are subject to availability and the dog's individual suitability.

34.1. Additional enrichment activities are charged separately from the standard boarding rate. Additional walks are provided in addition to, and do not replace, the dog's usual kennel walks and exercise.

34.2. Dogs participating in group activities must have successfully completed the standard assessment process at Crossroads Daycare and meet the requirements for daycare attendance. All required behaviour and information forms must also be completed.

34.3. Fun swims in the hydrotherapy centre are subject to completion of the required pre-screening form and veterinary consent form. All sessions are conducted by a Hydrotherapist in accordance with the hydrotherapy centre's procedures and safety protocols.

34.4. Additional solo walks and paired walks for dogs from the same household do not require a separate assessment. These activities remain subject to staff being satisfied that the dog can be safely handled and that paired walking is appropriate.

34.5. Crossroads Resort reserves the right to refuse, limit, modify or withdraw any enrichment activity where necessary for the dog's health, safety or welfare, or where the dog is considered unsuitable for the activity.

35. Crossroads Resort will take reasonable care to ensure that additional enrichment activities are appropriately supervised and carried out with suitable safety measures. Owners acknowledge that some activities, particularly those involving exercise or interaction with other dogs, carry inherent risks. Crossroads Resort will not be responsible for injury, illness or loss arising during these activities where reasonable care has been taken and Crossroads Resort is not at fault.

36. The Owner is responsible for any veterinary or medical costs arising from their dog's participation in additional enrichment activities, except where Crossroads Resort is legally responsible for those costs.

37. Where an additional enrichment activity is stopped or a dog is withdrawn from participation due to its behaviour, health or welfare needs, Crossroads Resort reserves the right to retain the charge for that activity where it has already commenced. Where the activity has not commenced, any refund or credit will be considered according to the circumstances.

38. Crossroads Resort reserves the right to reschedule, shorten or cancel additional enrichment activities where necessary for operational, health, safety or welfare reasons, including staffing availability, weather conditions or compatibility between dogs. Where Crossroads Resort cancels an activity before it begins and is unable to offer a suitable alternative, the charge for that activity will be refunded.

39. Crossroads Resort will notify the Owner as soon as reasonably practicable if a booked additional enrichment activity is changed, cancelled or their dog is withdrawn from participation.

40. Crossroads Resort reserves the right to update these Terms and Conditions. The latest version will be available on our website and at reception. Any changes will apply to bookings

made after the updated Terms and Conditions are published, unless otherwise agreed with the Owner.

DAYCARE

1. Crossroads Daycare provides a supervised, off-lead environment. By booking, the Client agrees to their dog participating in suitable off-lead activities and interactions with other dogs within the designated areas of the premises, subject to their individual needs and suitability. All daycare activities take place on-site; off-site walks are not included in the daycare service.

2. By booking with Crossroads Daycare, the Client agrees that their dog may be grouped with other suitable dogs according to age, size, temperament, play style and individual needs. Crossroads Daycare reserves the right to determine and change group arrangements at any time, with the health, safety and welfare of all dogs being the priority.

3. A successful assessment does not guarantee ongoing acceptance into daycare. Crossroads Daycare will continue to monitor each dog's behaviour and welfare and reserves the right to require a reassessment, suspend attendance or withdraw daycare access where changes in the dog's behaviour, health or ability to cope with the daycare environment raise concerns about its suitability.

4. Dogs must be at least 12 months old to attend Crossroads Daycare.

5. Crossroads Daycare operates a fixed daily rate. Fees are charged per booked day and secure a reserved place for the dog. No reduction is made for late drop-off, early collection or attendance for only part of the day.

5.1. Each booked daycare day must be paid for at least 48 hours before attendance. Clients may pay for multiple booked days in advance if they wish. Crossroads Daycare reserves the right to refuse admission where payment for a booked day has not been received by the required deadline.

5.2. All cancellations or amendments to daycare bookings must be submitted in writing by email or through the Client Portal. A minimum of 48 hours' notice is required, excluding Saturdays, Sundays, bank holidays and any other periods when Crossroads Daycare is closed. Notice is calculated from the time the written cancellation or amendment is received. Cancellations or amendments received after the applicable deadline, or failure to attend a booked day, will result in the full daily rate being payable.

5.3. All daycare bookings are subject to availability within a suitable group. Group placement is determined by Crossroads Daycare following assessment, and a successful assessment does not guarantee availability on any particular day. Crossroads Daycare reserves the right to decline a booking where no suitable place is available.

5.4. Crossroads Daycare reserves the right to refuse admission or require early collection of a dog where concerns arise regarding its behaviour, health, stress levels or welfare, or where its continued attendance may pose a risk to itself, other dogs or staff.

5.5. Where early collection is required, the Owner or an authorised emergency contact must arrange prompt collection. If immediate collection is not possible, Crossroads Daycare may, where safe and appropriate, accommodate the dog separately from the group until collection can be arranged. The full daily rate will remain payable.

6. Crossroads Daycare operates Monday to Friday, excluding bank holidays and scheduled closure periods. The following hours apply:

6.1. Office hours: 9:00am - 5:00pm.

6.2. Daycare opening hours: 7:30am - 5:30pm.

6.3. Drop-off: 7:30am - 9:00am.

6.4. Collection: 4:00pm - 5:15pm. All dogs must be collected by 5:15pm to allow sufficient time for handovers before the centre closes at 5:30pm.

7. Where early collection is required, Clients should notify Crossroads Daycare in advance wherever possible. The full daily rate remains payable regardless of the collection time.

8. All dogs must be collected by 5:15pm, as stated in Clause 6.4. Where a dog has not been collected by the centre's closing time of 5:30pm, a late collection fee of £1 per minute will apply from 5:30pm until the dog is collected.

9. All dogs must successfully complete a daycare assessment before any daycare bookings can be made. Assessment results will be confirmed to the Client in writing by email. Crossroads Daycare reserves the right to cancel any bookings made without a successful assessment.

9.1. Daycare assessments may last up to three hours. Crossroads Daycare reserves the right to end an assessment early if concerns arise regarding the dog's behaviour, stress levels, safety or welfare, or the safety and welfare of other dogs or staff.

9.2. Crossroads Daycare reserves the right to refuse admission following an unsuccessful assessment or withdraw approval for ongoing daycare attendance if a dog is subsequently deemed unsuitable for the daycare environment.

9.3. Daycare assessments are provided free of charge. Crossroads Daycare reserves the right to decline further assessment appointments where a Client repeatedly cancels, reschedules or fails to attend arranged appointments without reasonable notice.

9.4. Dogs that do not pass their daycare assessment may be considered for reassessment after a minimum of three months, provided there is reasonable evidence that the behaviour or other concerns which led to the unsuccessful assessment have improved. Any further assessment is at the discretion of Crossroads Daycare and is not guaranteed.

9.5. Where a dog has not attended daycare for more than three months, Crossroads Daycare reserves the right to require a further assessment before accepting any new daycare bookings. Reassessment will be at the discretion of Crossroads Daycare.

10. The Client must disclose any known history of aggressive, reactive or antisocial behaviour, including incidents involving other dogs or people, and any other behavioural concerns that may affect their dog's suitability for group daycare. Crossroads Daycare reserves the right to determine whether a dog is suitable for assessment or attendance based on the information provided.

10.1. The Client confirms that all information provided about their dog, including its health, behaviour and medical history, is accurate and complete. The Client must inform Crossroads Daycare of any relevant changes before their dog's next attendance. Failure to disclose relevant information may result in refusal of admission, suspension or withdrawal of daycare access.

11. All dogs must be fully vaccinated against Canine Distemper, Canine Infectious Hepatitis, Leptospirosis and Kennel Cough before attending a daycare assessment or any subsequent daycare session. Kennel Cough vaccination must have been administered at least 14 days before attendance.

11.1. The Client must provide up-to-date veterinary vaccination records and ensure that all required vaccinations remain current throughout their dog's attendance at Crossroads Daycare. Titre test results are not accepted as an alternative to vaccination for daycare.

12. All dogs attending Crossroads Daycare must be regularly wormed and treated with effective flea and tick prevention. The Client is responsible for maintaining appropriate parasite prevention throughout their dog's attendance.

12.1. If fleas, ticks or other parasites are detected, Crossroads Daycare will contact the Client as soon as reasonably possible. Treatment will not be administered without the Client's consent. Where contact cannot be made, the dog will be kept separately from other dogs, where safe and appropriate, until collection can be arranged.

13. Dogs must not attend Crossroads Daycare if they are unwell or showing signs of illness, including vomiting, diarrhoea, coughing, lethargy or suspected infectious conditions. The Client must inform Crossroads Daycare of any relevant illness or symptoms before attendance.

13.1. If a dog becomes unwell or displays concerning symptoms during daycare, Crossroads Daycare reserves the right to separate the dog from others, where safe and appropriate, and require prompt collection by the Client or an authorised emergency contact.

13.2. Crossroads Daycare reserves the right to refuse admission or further attendance until the dog has recovered. Veterinary confirmation that the dog is fit to attend daycare may be required where appropriate.

14. Female dogs in season are not permitted to attend Crossroads Daycare during their season or for at least two weeks afterwards. Crossroads Daycare reserves the right to extend this period to three weeks where appropriate. If a dog is suspected to be in season during attendance, the Client or an authorised emergency contact will be required to arrange prompt collection.

15. Where a dog requires early collection but cannot be collected promptly, Crossroads Daycare may, at its discretion and subject to availability and suitability, arrange temporary accommodation within Crossroads Kennels. Appropriate care, exercise and enrichment will be provided according to the dog's individual needs until collection can be arranged.

16. Crossroads Daycare does not provide dog food. Where a dog requires feeding during daycare, the Client must supply the appropriate food and feeding instructions. Dogs will be fed separately from group activities and allowed an appropriate rest period before rejoining group activities.

17. Any medication required during daycare must be disclosed to Crossroads Daycare in advance and supplied in its original packaging, clearly labelled with the dog's name, dosage and administration instructions. Medication will only be administered with the Client's consent and in accordance with veterinary instructions. Crossroads Daycare reserves the right to refuse medication that is not appropriately labelled or accompanied by sufficient instructions.

18. Where a dog is dropped off at or collected from Crossroads Daycare in connection with a boarding stay, the Client must complete all boarding check-in requirements directly with Crossroads Kennels.

18.1. All feeding instructions, medication details and other boarding requirements must be provided directly to the kennels team before the boarding stay begins, either in writing or through an alternative arrangement agreed with the kennels team.

18.2. Crossroads Daycare does not process boarding check-ins and is not responsible for checking, recording or passing on boarding instructions, medication or belongings. The Client must ensure that all necessary arrangements have been confirmed with Crossroads Kennels.

19. Crates may be used for feeding, rest or safety where necessary. Dogs will not be crated for more than one hour in any eight-hour period, in accordance with licensing requirements.

19.1. Where a dog is injured, unwell, distressed or otherwise requires additional rest or observation, Crossroads Daycare may temporarily separate the dog from group activities and provide a suitable, supervised resting area until it is safe to return to the group or collection can be arranged. Any use of crates will remain subject to applicable licensing and welfare requirements.

20. Dogs boarding with Crossroads Kennels may attend Crossroads Daycare for either a four-hour or eight-hour session as part of the optional enrichment programme, subject to a successful daycare assessment and availability.

20.1. Session times will be determined by Crossroads Resort to accommodate the kennels' daily routines, including feeding, health checks, cleaning and other welfare requirements.

21. If a dog becomes ill or injured during daycare and veterinary attention is considered necessary, Crossroads Daycare will make reasonable efforts to contact the Client or their authorised emergency contact before arranging treatment.

21.1. Where urgent veterinary attention is required and contact cannot be made promptly, the Client authorises Crossroads Daycare to arrange appropriate treatment through Crossroads Resort's designated veterinary practice or an emergency veterinary provider, acting in the dog's best interests.

21.2. The Client acknowledges that injuries may occasionally occur during normal supervised play, exercise and interaction between dogs, even where reasonable care and precautions are taken. Crossroads Daycare cannot guarantee that all injuries will be prevented.

21.3. Crossroads Daycare will not be responsible for injury, illness, loss or veterinary costs arising during a dog's attendance where reasonable care has been taken and Crossroads Daycare is not at fault.

21.4. Crossroads Daycare will not be responsible for pre-existing medical conditions or their natural progression where reasonable care has been taken and Crossroads Daycare is not at fault. The Client must disclose all known medical conditions and any relevant care requirements before attendance.

21.5. Where veterinary attention or additional care is required because of a pre-existing medical condition that was not disclosed before attendance, a £100 transport and staff fee may apply, in addition to any veterinary costs.

22. The Client must provide accurate and up-to-date emergency contact details and notify Crossroads Daycare of any changes. Emergency contacts must be authorised to act on the Client's behalf, including arranging veterinary care where necessary and collecting the dog if required.

23. Clients are responsible for any collars, leads, coats or other personal belongings brought to Crossroads Daycare. Crossroads Daycare will take reasonable care of these items but cannot guarantee against loss or damage.

23.1. The use of prong collars, shock collars, vibration collars and electronic devices attached to collars, harnesses or dogs is not permitted during daycare. Clients must ensure such equipment is removed before arrival. Any prohibited equipment left on a dog will be removed by Crossroads Resort staff and stored securely until collection.

24. The Client may be held responsible for the reasonable cost of repairing or replacing property, facilities or equipment damaged by their dog where the damage goes beyond normal wear and tear. Any charge will take account of the circumstances and the actual loss incurred.

25. Crossroads Daycare may take photographs or videos of dogs for internal training, welfare monitoring and record-keeping purposes. Photographs or videos will only be used for promotional purposes where the Client has provided separate consent, which may be withdrawn at any time.

26. Crossroads Daycare reserves the right to close, cancel or amend daycare arrangements where circumstances beyond its reasonable control prevent the safe operation of the service. These may include severe weather, power failure, fire, flooding, infectious disease outbreaks or unexpected staff shortages.

26.1. Where Crossroads Daycare cancels a booked day due to such circumstances, the Client will be offered a refund or credit for the affected booking. Crossroads Daycare will not be responsible for additional losses or expenses arising from the disruption.

27. Crossroads Daycare provides supervised enrichment activities as part of its daily service, which may include socialisation, play, grooming and interaction with staff and other suitable dogs. By booking daycare, the Client consents to their dog participating in activities considered appropriate for its individual needs, behaviour and welfare. Activities may be adapted or restricted at Crossroads Daycare's discretion.

HYDROTHERAPY

1. Crossroads Hydrotherapy Centre provides pool-based canine hydrotherapy, including rehabilitation and recreational swimming. All sessions are subject to the dog's individual health, suitability and welfare, and are supervised by the Hydrotherapist.

2. All dogs must have the necessary veterinary consent before attending their first hydrotherapy session. Crossroads Hydrotherapy Centre reserves the right to request updated veterinary consent or further medical information where necessary.

2.1. Clients must provide accurate and complete information about their dog's medical history, existing conditions, medication, recent surgery, injuries and any relevant behavioural or handling concerns. Any changes must be disclosed before the next appointment.

2.2. Where a dog's condition changes, veterinary advice is amended or consent is withdrawn, hydrotherapy may be suspended until further veterinary confirmation is received.

3. Crossroads Hydrotherapy Centre may require an initial assessment before treatment begins. The Hydrotherapist will determine the suitability, duration and nature of each session according to the dog's individual needs and any veterinary guidance.

3.1. The amount of time spent swimming may vary between appointments. Assessment, preparation, rest periods and recovery may form part of the session.

3.2. Hydrotherapy may support rehabilitation, mobility, fitness and general wellbeing, but individual results vary and no particular improvement or treatment outcome can be guaranteed.

4. Individual hydrotherapy sessions are payable at the time of the appointment. Prepaid blocks of ten sessions must be paid for in full at the time of booking.

4.1. Prepaid blocks of ten hydrotherapy sessions are valid for six months from the date of purchase. Any unused sessions remaining at the end of this period will be reviewed in accordance with the refund provisions in Clause 4.3. Requests for an extension will be considered individually where reasonable.

4.2. Where a dog is unable to attend hydrotherapy due to illness, injury, surgery or a change in veterinary advice, requests for an extension will be considered individually. Supporting veterinary information may be requested where appropriate.

4.3. Where a Client chooses to cancel a prepaid block of ten hydrotherapy sessions before completion, or where unused sessions remain following the expiry of the block, the normal refund calculation will be the original amount paid, less the standard individual session rate applicable at the time of purchase for each session used. Any remaining balance will be refunded, and no additional payment will be required if the value of sessions used exceeds the amount paid.

4.4. Prepaid sessions cannot be transferred to another dog or Client without prior agreement from Crossroads Hydrotherapy Centre.

4.5. Clients intending to claim hydrotherapy costs through pet insurance remain responsible for payment and for arranging reimbursement directly with their insurer. Crossroads Hydrotherapy Centre cannot guarantee that an insurer will cover the cost of treatment.

5. Clients must give at least 24 hours' notice during Crossroads Hydrotherapy Centre's normal opening hours to cancel or rearrange an appointment. Saturdays, Sundays, bank holidays and other days when the centre is closed do not count towards this notice period.

5.1. Where insufficient notice is given, or a Client fails to attend, a cancellation charge of up to the full session fee may apply, reflecting the loss reasonably incurred by Crossroads Hydrotherapy Centre. For prepaid blocks, an equivalent session may be deducted. Where the appointment is filled by another Client or the centre avoids the relevant loss, the charge will be reduced as appropriate.

5.2. Where sufficient notice is given, an individual appointment may be rearranged without a cancellation charge. A prepaid session will remain available within the block's validity period.

5.3. Where Crossroads Hydrotherapy Centre cancels an appointment, the Client will be offered an alternative appointment or a refund for the affected session. A prepaid session will not be deducted from the Client's block.

6. Dogs must not attend hydrotherapy if they are unwell or showing signs of infectious or contagious illness, including vomiting, diarrhoea, coughing, ear or eye infections, or infectious skin conditions. Clients must inform Crossroads Hydrotherapy Centre of any relevant symptoms before attendance.

6.1. Crossroads Hydrotherapy Centre reserves the right to refuse or postpone a session where a dog's health, condition or behaviour makes swimming unsuitable or unsafe. Veterinary confirmation that the dog is fit to resume hydrotherapy may be required.

7. Female dogs in season are not permitted to attend hydrotherapy until their season has ended and the Hydrotherapist is satisfied that swimming can safely resume.

8. Clients must provide up to date vaccination records before treatment begins and inform the centre of any changes. Where a dog has a veterinary vaccination exemption, attendance

will be considered individually, subject to appropriate veterinary evidence and an assessment of risk.

9. Dogs must not be fed within two hours before a hydrotherapy session. Feeding should not resume until at least two hours after swimming, unless different instructions have been provided by the attending veterinary professional or Hydrotherapist.

10. Dogs must remain on a lead and under appropriate control while on the premises, except when directed otherwise by the Hydrotherapist. Clients must follow staff instructions regarding handling, entry to and exit from the pool, and movement around the treatment area.

10.1. The Hydrotherapist may use suitable flotation aids, harnesses or other handling equipment where considered necessary for the dog's safety and treatment.

10.2. Clients must disclose any concerns regarding their dog's tolerance of water, handling, restraint or unfamiliar people before treatment.

10.3. Clients are normally required to remain on the premises throughout their dog's hydrotherapy appointment unless an alternative arrangement has been agreed in advance with Crossroads Hydrotherapy Centre.

10.4. Dogs boarding at Crossroads Kennels may be offered recreational fun swims at Crossroads Hydrotherapy Centre, subject to availability, suitability assessment and the necessary veterinary consent. Rehabilitation hydrotherapy and swims for dogs with pre-existing medical conditions are not offered as boarding activities unless the dog is already an established Client of Crossroads Hydrotherapy Centre and the sessions form part of its existing treatment routine.

11. Owners and handlers are advised to wear suitable non-slip footwear around the pool. Wet surfaces may present a slipping hazard, and all visitors must follow staff safety instructions.

11.1. Clients are responsible for cleaning up after their dogs while on the premises and notifying staff immediately of any accidents or contamination.

11.2. Clients must ensure that their dog has had a reasonable opportunity to relieve itself before entering the hydrotherapy pool and must inform the Hydrotherapist of any recent diarrhoea, digestive upset or other condition that may increase the risk of pool contamination.

11.3. If a dog contaminates the pool, the session may be stopped immediately and the pool temporarily closed for cleaning, treatment and safety checks. Where the session has commenced, the session fee will normally remain payable, subject to the Client's statutory rights.

11.4. Clients will not automatically be charged for accidental pool contamination. However, where contamination results from a Client's failure to disclose relevant information or follow reasonable safety instructions, Crossroads Hydrotherapy Centre may seek reimbursement of reasonable, evidenced additional cleaning and water-treatment costs directly arising from the incident, where legally permitted.

12. Crossroads Hydrotherapy Centre reserves the right to shorten, modify, postpone or stop a session where necessary for the dog's health, safety or welfare, or for the safety of staff and other visitors.

12.1. Where a session has commenced but must be stopped because the dog becomes distressed, fatigued, unwell or unsuitable for further treatment, the full session fee will remain payable.

12.2. Where a session cannot proceed because of equipment failure, water quality concerns or other circumstances within the centre's operations, the Client will be offered a rearranged appointment or a refund for any treatment not provided.

13. If a dog becomes ill or injured during hydrotherapy and veterinary attention is considered necessary, Crossroads Hydrotherapy Centre will make reasonable efforts to contact the Client or their authorised emergency contact.

13.1. Where urgent veterinary attention is required and contact cannot be made promptly, the Client authorises Crossroads Hydrotherapy Centre to arrange appropriate veterinary care in the dog's best interests.

13.2. The Client is responsible for veterinary costs arising during treatment, except where Crossroads Hydrotherapy Centre is legally responsible for those costs.

14. Crossroads Hydrotherapy Centre will take reasonable care in providing treatment and supervising dogs in its care. Clients acknowledge that swimming and rehabilitation activities involve inherent risks, particularly for dogs with existing medical conditions.

14.1. Crossroads Hydrotherapy Centre will not be responsible for injury, illness or deterioration in a dog's condition where reasonable care and skill have been exercised and the centre is not at fault.

15. Clients are responsible for their personal belongings and vehicles while on the premises. Crossroads Hydrotherapy Centre will take reasonable care where appropriate but cannot guarantee against loss or damage.

TRAINING

1. Crossroads Resort provides weekly group training classes and 121 training sessions. All training is subject to the dog's individual health, behaviour, suitability and welfare.

2. Crossroads Resort uses methods informed by current scientific evidence. Harsh handling, physical punishment, punitive techniques and aversive equipment, including choke chains, prong collars, spray collars, shock collars, vibration collars and electronic training collars, are not permitted during training sessions.

3. Crossroads Resort will provide training with reasonable care and skill. However, specific training outcomes or behavioural improvements cannot be guaranteed. Progress depends on several factors, including the dog's individual characteristics, learning history, environment and the Client's consistent application of training advice.

4. The Client must provide accurate and complete information about their dog's health, behaviour, medical history and any handling concerns that may affect training, safety or welfare. Any relevant changes must be disclosed before the next session.

5. The Client must disclose any known history of aggression, reactivity, biting, fear or other behaviour that may present a risk to people or animals. Crossroads Resort reserves the right to assess whether group or 121 training is appropriate for the dog.

6. Crossroads Resort may refuse admission, modify training arrangements or require a dog to leave a session where its behaviour, health or welfare makes continued participation unsuitable or unsafe.

6.1. Where a dog is unsuitable for group training, 121 sessions or referral to an appropriately qualified behaviourist may be recommended.

6.2. Where a dog's needs fall outside the services or expertise offered by Crossroads Resort, the Client may be advised to seek assistance from a suitably qualified behaviourist or veterinary professional. Crossroads Resort reserves the right to decline or discontinue training where this is necessary for the dog's welfare or the safety of others.

7. Training advice and behavioural improvements do not remove the need for appropriate supervision and management. The Client remains responsible for taking reasonable precautions to prevent their dog causing injury or damage, including the use of suitable leads, muzzles, secure boundaries and other management measures where appropriate.

8. Dogs must remain on a lead and under appropriate control throughout training sessions unless the trainer specifically instructs otherwise. Extending or retractable leads are not permitted during group classes.

9. The Client is responsible for handling and supervising their dog during training sessions, following reasonable instructions from the trainer and ensuring their dog does not pose an avoidable risk to other participants.

9.1. The Client remains responsible for their dog's management and welfare outside training sessions, including how training advice is applied. Crossroads Resort is not responsible for outcomes caused by the Client's failure to follow reasonable instructions or take appropriate precautions.

10. Weekly group training classes operate on a pay-as-you-go basis, with fixed weekly class times. Places are subject to availability and must be booked and paid for in advance.

10.1. All new Clients must speak directly with the trainer before making their first group class booking. This is a mandatory requirement to allow the trainer to discuss the dog's age, health, temperament, behaviour, training needs and suitability for a group class environment. Clients must not book a group class until this initial contact has taken place and the trainer has confirmed that the dog is suitable to attend.

10.2. Group class bookings may be made up to 24 hours before the scheduled class start time, subject to availability. Bookings cannot be made within 24 hours of the class starting unless specifically agreed by Crossroads Resort.

10.3. Where a Client books and pays for a group class without first contacting the trainer and obtaining confirmation that their dog is suitable, Crossroads Resort reserves the right to refuse admission. If the Client attends without completing this requirement, the booking will be treated as a Client cancellation and the session fee will be non-refundable.

10.4. Group class bookings are non-refundable where a Client chooses to cancel or fails to attend.

10.5. Where a Client is unable to attend a booked class, Crossroads Resort may, at its discretion and subject to availability, allow the booking to be transferred to an alternative class during the following week.

10.6. Where a Client has a regular weekly class place but fails to attend four consecutive sessions without notifying the trainer, Crossroads Resort reserves the right to release that place to another Client.

11. Crossroads Resort reserves the right to refuse or withdraw a dog's participation in group classes where its behaviour, health, stress levels or welfare make group training unsuitable, or where its continued attendance may present a risk to other dogs or people.

12. 121 training sessions must be paid for in full at the time of booking.

12.1. Clients must provide at least 48 hours' notice to cancel or rearrange a 121 training session.

12.2. Where at least 48 hours' notice is provided, the Client may rearrange the session without charge or request a refund.

12.3. Where less than 48 hours' notice is provided, or the Client fails to attend, a cancellation charge of up to the full session fee may apply, reflecting the reasonable loss incurred by Crossroads Resort. Any costs avoided or replacement booking secured will be taken into account when determining the charge.

13. Where Crossroads Resort cancels a group class or 121 session, the Client will be offered an alternative suitable session or a refund for the affected booking.

13.1. Crossroads Resort reserves the right to cancel, postpone or rearrange training where necessary due to severe weather, unsafe ground conditions, trainer illness, staffing difficulties, safety concerns or other circumstances affecting the safe delivery of the service.

13.2. Training sessions are normally conducted outdoors. Clients should dress appropriately for the weather and ensure their dog's comfort. Sessions may be cancelled or shortened where conditions become unsafe or unsuitable.

13.3. Where Crossroads Resort needs to make a significant change to the agreed date, time, location or format of a session, the Client will be informed as soon as reasonably practicable. If the alternative arrangements are unsuitable, the Client may request a refund for the affected session.

14. Crossroads Resort reserves the right to end a training session early where necessary for the health, safety or welfare of a dog, Client, trainer or other participant.

14.1. Where a session has commenced but must be stopped because of the dog's behaviour, distress, health or suitability, the session fee will normally payable.

14.2. Where Crossroads Resort discontinues future training because the dog's needs cannot safely or appropriately be accommodated, any prepaid sessions that have not been provided will be refunded.

15. Dogs attending training must have appropriate, up to date vaccinations for their age and circumstances. Clients are responsible for providing accurate vaccination information and informing Crossroads Resort of any relevant changes.

15.1. Puppies must be at least 12 weeks old to attend group training classes. Puppies under 16 weeks of age must have received their first and second vaccinations before attending.

15.2. Crossroads Resort reserves the right to request vaccination records or veterinary confirmation of suitability where necessary.

16. Dogs must not attend training if they are unwell, showing signs of infectious or contagious illness, or have recently been exposed to a contagious disease. This includes symptoms such as vomiting, diarrhoea, coughing or nasal discharge.

16.1. Crossroads Resort reserves the right to refuse attendance or require a dog to leave where illness or infection is suspected. Veterinary confirmation that the dog is fit to return may be requested where appropriate.

17. Female dogs in season are not permitted to attend group training classes. Clients should inform the trainer in advance if their dog is in season and discuss whether a 121 session would be suitable.

18. Clients must inform the trainer in advance of any known allergies, food sensitivities, medical conditions or special requirements that may affect training.

18.1. Training may involve food rewards, toys or suitable training equipment. Clients should advise the trainer in advance where particular rewards or equipment must not be used and provide suitable alternatives where necessary.

19. Family members, including children, may attend training sessions where appropriate. Children must be supervised by a responsible adult at all times and must not approach or interact with another dog without the owner's permission.

19.1. Crossroads Resort does not provide childcare or supervision of children. The accompanying adult remains responsible for the child's safety and behaviour.

19.2. Children must not disrupt training or create a safety or welfare concern. Crossroads Resort reserves the right to request that a child does not attend or participate where necessary.

20. Participants under 16 years of age must be accompanied by a responsible adult.

21. Only one adult handler per dog is permitted during group training classes unless the trainer agrees otherwise.

22. Clients must follow reasonable instructions from the trainer and behave respectfully towards staff, other Clients and their dogs. Crossroads Resort reserves the right to refuse or end participation where behaviour creates a safety concern or seriously disrupts training.

23. Clients must bring a suitable lead, collar or harness and any other equipment advised by the trainer. Dogs must be handled using equipment that is safe, appropriately fitted and consistent with the training methods set out in Clause 2.

24. Clients are encouraged to bring drinking water and a suitable bowl for their dog to help maintain hygiene and reduce the risk of cross contamination.

25. Clients are responsible for cleaning up after their dog and disposing of waste appropriately while on the premises.

26. Clients should bring suitable weather related items, including coats, cooling vests, towels or additional water, where appropriate for their dog's comfort and welfare.

27. Clients and visitors must follow reasonable safety instructions while on the premises, including in training areas, surrounding grounds and parking areas. Any accidents, injuries or safety concerns must be reported to the trainer as soon as reasonably practicable.

28. Clients with dogs subject to breed specific restrictions or other legal controls must comply with all applicable legislation, exemption conditions and requirements relating to ownership, handling, insurance, muzzling and restraint.

28.1. Clients must inform Crossroads Resort before booking if their dog is subject to any legal restrictions and provide relevant documentation where requested.

28.2. Crossroads Resort reserves the right to assess whether suitable and lawful arrangements can be made for the dog to attend training and may decline a booking where these cannot be provided.

29. Clients must not photograph, film or record training sessions, staff, other Clients or their dogs without prior permission from Crossroads Resort and any other individuals whose consent is required.

29.1. Crossroads Resort may take photographs or videos for internal training, welfare monitoring and record-keeping purposes, subject to applicable data protection requirements. Promotional use will be subject to the separate media consent arrangements set out in the General Terms and Conditions.

30. Clients are advised to maintain appropriate pet insurance, including third-party liability cover where available and suitable for their dog. Crossroads Resort may require evidence of appropriate insurance where necessary for particular training arrangements or legal requirements.

31. Crossroads Resort will take reasonable care to provide a safe training environment and deliver services with reasonable care and skill. Clients acknowledge that working with dogs involves inherent risks, including unexpected behaviour, injury or exposure to infectious illness, even where appropriate precautions are taken.

31.1. Crossroads Resort will not be responsible for injury, illness, loss or damage arising during training where reasonable care and skill have been exercised and Crossroads Resort is not at fault.

31.2. The Client remains responsible for injury or damage caused by their dog where they are responsible.

32. Clients are responsible for their personal belongings and vehicles while on the premises. Crossroads Resort will take reasonable care where appropriate but cannot guarantee against loss or damage.