

Terms & Conditions

Tori Lynn Crowther Limited trading as TLC (*Updated 2026*)

These Terms & Conditions (“the Contract”) govern all services provided by **Tori Lynn Crowther Limited trading as TLC** (“the Company”). By enrolling a dog, permitting attendance, or accepting any service, the Client is deemed to have accepted these Terms & Conditions.

1. Acceptance of Terms

1.1 By booking or using our boarding or daycare services, the Client confirms acceptance of these Terms & Conditions.

1.2 The Company may act in the Client’s absence as temporary guardian of their dog and take any reasonable action necessary to safeguard the dog’s health and wellbeing.

2. Client Responsibilities

2.1 The Client must complete all required registration information before any booking is confirmed.

2.2 The Client must ensure all vaccinations, flea treatments, and worming treatments are fully up to date prior to attendance.

2.3 The Client must provide accurate emergency contact details and ensure the nominated contact is aware they may be called upon.

3. Booking Fees & Payments

3.1 Booking fees are **non-refundable**.

3.2 Booking fees may be transferred to a future booking **only when 30 days or more notice is provided**, subject to availability.

3.3 Care fees must be paid directly to the designated care provider.

3.4 Overpayments into the Company’s Monzo account may incur an administration fee if you require them returning, otherwise they will just remain as credit in the account. Refunds may take up to 10 working days.

3.5 All invoices must be paid within 7 days of issue. Late payments may incur:

- A 2.5% administration fee
- Interest at 8% per annum above the Bank of England base rate
- Any additional administrative, debt collection, or legal costs

3.6 All payments must be made in full without deduction or withholding unless required by law.

4. Cancellation Policy

4.1 One month's notice is required to cancel ongoing daycare arrangements.

4.2 For boarding bookings:

- **30+ days' notice:** No care fee charged; booking fee transferable but not refundable.
- **7–30 days' notice:** 10% of the care fee is payable.
- **Less than 7 days' notice:** 50% of the care fee is payable.

4.3 Booking fees are non-refundable in all circumstances.

5. Changes to Regular Daycare Attendance

5.1 Clients may request to swap regular daycare days, subject to availability. Swapped days must be used within 3 months and are non-refundable.

5.2 Additional days may be added upon request and will be charged at the agreed "Additional Day" rate.

6. Liability & Insurance

6.1 The Client is responsible for all veterinary or other costs arising from illness, injury, or damage caused to or by their dog.

6.2 Nothing in this Contract limits liability for:

- Death or personal injury to a human caused by negligence
- Fraud or fraudulent misrepresentation
- Any liability that cannot be excluded under UK law

6.3 The Company is not liable for loss of profits, business, contracts, goodwill, or any indirect or consequential losses.

6.4 The Company's total liability is limited to **£1,000 or the total fees paid under the Contract**, whichever is lower.

6.5 Clients must ensure their dog is appropriately insured and are advised to notify their home insurer if keys are held or home access is required.

7. Transport & Off-Lead Consent

7.1 Dogs may be transported with other dogs in Company vehicles. The Client accepts that the Company cannot be held liable for injury or death resulting from a motor vehicle accident.

7.2 The Client gives permission for their dog to be walked off-lead.

8. Behaviour & Suitability

8.1 The Client must disclose any behavioural issues or traits that may affect their dog's suitability for group care.

8.2 The Company reserves the right to refuse or terminate services immediately if a dog is deemed unsuitable.

8.3 **Male dogs over 18 months old must be neutered** to attend daycare or boarding. If an unneutered male under 18 months displays behaviour that disrupts group dynamics, causes stress to other dogs, or presents a safety concern, the Company reserves the right to return the dog from walks or remove them from group activities. This decision is made solely to maintain a safe and appropriate environment for all dogs in our care.

8.4 **Female Dogs in Season** If a female dog comes into season during a boarding or daycare period, she will be unable to continue attending for a minimum of 4 weeks. All fees for the booked period remain payable and are non-refundable. If the Company is able to fill the vacated space with another booking, the Client will receive a refund for the portion successfully re-sold. By accepting these Terms & Conditions, the Client acknowledges that a dog coming into season is a foreseeable event and agrees to this policy.

9. Health & Safety Practices

9.1 Dogs must remain up to date with vaccinations, flea treatment, and worming.

9.2 Crates may be used for rest, feeding, or safety where appropriate. In exceptional circumstances, a dog may be crated temporarily to ensure safety.

10. Opening Hours & Closures

10.1 The Company is closed on bank holidays and between Christmas and New Year, bookings may be taken at extra cost, please enquire if you require.

10.2 Refunds or replacement days are not offered for closures.

11. Media Consent

11.1 The Client consents to the use of their dog's image in photographs or videos for promotional or social media purposes.

12. Force Majeure

Neither party is liable for delays or failure to perform obligations caused by events beyond reasonable control.

13. Entire Agreement

This Contract supersedes all previous agreements or representations relating to the services provided.

14. Variations

Any variation to this Contract must be agreed in writing by the Company.

15. Waiver

Failure to enforce any right does not constitute a waiver of future rights.

16. Severance

If any clause is found invalid, the remainder of the Contract remains enforceable.

17. Notices

Notices must be provided in writing and will be deemed received according to standard UK business delivery timelines.

18. Third-Party Rights

No third party may enforce any term of this Contract.

19. Governing Law & Jurisdiction

This Contract is governed by the laws of England and Wales. Any disputes will be resolved exclusively in the courts of England and Wales.