



Weather Policy

Overview

Doggies Daycare's main principle is to do our utmost to ensure the safety and wellbeing of your dog whilst in our care. Our daily enrichment programme is based upon current weather conditions, and we are flexible in both the length and energy levels of play and increments of rest times.

We aim to operate and provide our services in all weather conditions. However, we recognise that in some cases, weather conditions can and will have an impact on how we operate our business and care for your dog.

Extreme Weather Conditions

We constitute extreme weather conditions as:

- Heatwaves (30 degrees Celsius and above)
- Heavy snowfall
- Strong winds
- Cold weather (0 degrees Celsius and below)

Adverse Weather Conditions

We constitute adverse weather conditions as:

- Temperature exceeding 25 degrees Celsius
- Temperatures below 5 degrees Celsius

Action

The weather is constantly monitored and if we are experiencing any of the above conditions, we reserve the right to reduce our hours of operation, and in extreme cases, close the facility completely for the safety and wellbeing of your dog.

Additionally, we recognise extra care and attention is required for certain breeds in these conditions and we reserve the right to cancel individual bookings when it's deemed appropriate i.e. in warmer weather both brachycephalic and 'double coated' breeds or smaller breeds during colder weather.

When transporting dogs to and from their home if weather conditions are deemed dangerous, we reserve the right to change our pick-up and drop-off times or close our facility.

Rights to a Refund

If we take the decision to reduce our hours of operation due to adverse weather conditions you will not be entitled to a refund.

If we take the decision to close our facilities due to either adverse or extreme weather conditions, we will provide the option to swap for another day (subject to availability) or provide a 50% refund.