



# Lucky Dogs S.à r.l.

## Terms and Conditions

The Terms and Conditions detailed below pertain to all services provided by **Lucky Dogs S.à r.l.** (hereinafter referred to as “Lucky Dogs”, “we”, “us” or “our”).

1. Submission of a reservation request via our website or via request made to our staff (via email, phone, in person, etc.) will confirm the owner(s) acceptance of the Terms and Conditions and their desire to proceed with a booking.
2. Reservations are not guaranteed until the booking deposit has been paid (which is due at the time of the reservation). The deposit for your reservation will depend on the booking type.

Non-boarding reservations (dog walking, doggie daycare, grooming, etc.)

The deposit will be the full amount of the booking cost.

### Boarding Reservations

The deposit will be 25% of the total booking cost. The remaining 75% balance will be due 7 calendar days prior to the start of your boarding reservation. Boarding reservations made less than 7 calendar days prior to the start of the reservation will be due in full at the time of booking.

3. All payments should be made through our online reservations system. Payments may also be made directly to Lucky Dogs via bank transfer subject to the conditions outlined in #2 above.
4. You agree to participate in an evaluation with your dog prior to his/her first visit to Lucky Dogs to ensure that s/he is compatible with our open daycare/boarding environment.
  - Any dog failing our evaluation process will not be accepted for the well-being and safety of the other dogs in our care. And, in this event, any deposits paid for provisional bookings will be fully refunded.
  - Additionally, your dog(s) passing an evaluation is not a guarantee of future service. Should your dog exhibit behaviors incompatible with our open daycare/boarding environment while in our care, we reserve the right to amend his/her evaluation status and restrict future reservations.
5. You agree to provide full and detailed information regarding the temperament, socialization, health, medical issues, etc. of your dog(s) during the registration process in our online reservations system and the evaluation meeting. And, during your continued use of Lucky Dogs' services you agree to keep us informed of any changes in your dog(s) in this regard.

NOTE: We are unable to accept dogs with aggression problems towards other dogs or people for any of our services. Additionally, we are unable to accept dogs for daycare and/or boarding who exhibit destructive behavior, excessive barking, separation anxiety, or dogs which are not house broken.

6. You agree that, in the event that your dog exhibits aggressive and dangerous behavior (to our staff or to other dogs in our care) while staying at Lucky Dogs, we may be forced to temporarily isolate him/her and telephone your emergency contact to collect your dog.



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7. All dogs enrolled in the services of Lucky Dogs must be up to date with their required vaccinations. You agree to comply with our vaccination requirements which you will find documented in [the “Crèche Buddies Code” page of our website](#). Additionally, you must provide Lucky Dogs with the vaccination “passport” for your dog(s) prior to his/her first visit. We will ask for updated copies of the vaccination passport in the future if any are due to expire before or during your dog’s next visit to Lucky Dogs.
8. We will accept bookings for unspayed female dogs. However, if you believe your dog is (or will be) in heat during her visit to Lucky Dogs, you must inform us prior to the check-in of your booking.
9. We will accept intact male dogs, providing they are not aggressive towards other dogs and (for daycare/boarding) do not have issues with excessive “marking” indoors.
10. You agree to provide a collar and/or holster and leash for your dog(s) for their visit to Lucky Dogs and to deliver your dog in a clean condition.
11. For boarding reservations, you also agree to supply enough food for your dog(s) for the duration of their boarding with Lucky Dogs. It is not necessary to provide water bowls, food bowls, bedding, or toys for boarding reservations. You are welcome to bring such items if you think it will help your dog(s) to acclimate to our boarding facility. However, we cannot guarantee that these items will be returned in exactly the same condition as when they arrived.
12. It is Lucky Dogs’ standard to keep all dogs in our care on a leash when out for an exercise walk. This policy applies to all services that include exercise walks (dog walking, doggie daycare, and dog boarding). If you prefer that your dog be allowed to exercise off leash, you must indicate so in writing. And you agree to accept responsibility for any third-party liability.

NOTE: Even with authorization from the owner, it will be at the discretion of Lucky Dogs to decide when it is appropriate and safe to allow authorized dogs to be off leash while on one of our exercise walks.

13. In the event of an extended period of severe weather or dangerous conditions, Lucky Dogs may decide not to take the dogs in our daycare or boarding out on an exercise walk at the normal time. If the conditions improve during the day to allow us to complete the walk, this will not warrant a refund or reduction of the booking cost.



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14. Cancellations must be made in writing by sending an email to [bookings@luckydogs.lu](mailto:bookings@luckydogs.lu). Cancellations will be subject to the following refund policy:

### For Boarding Reservations

- Cancellations made at least 7 calendar days prior to the start of your boarding reservation are fully refundable.
- Cancellations made 3 to 6 calendar days prior to the start of your boarding reservation will be subject to forfeiture of the deposit paid.
- Cancellations made less than 3 calendar days prior to the start of your boarding reservation will be subject to forfeiture of the deposit paid. The remaining balance paid may be refunded to you depending on the circumstances and fully at the discretion of Lucky Dogs.

### For All Other Reservations

- Cancellations made at least 1 business days prior to the start of your reservation are fully refundable.
  - Cancellations made less than 1 business days prior to the start of your reservation may be rescheduled for another day or, at the discretion of Lucky Dogs, may be refunded depending on the circumstances of the cancellation.
15. If you decide to pick up your dog prior to the reservation end date/time, you will not receive a refund for the unused portion of your booking.
16. Lucky Dogs considers your dog's safety as our top priority. We will make every effort to ensure the happiness, safety and well-being of your dog(s) while they are in our care. However, in the event that your dog becomes ill or has an accident while in our care, we may take him to a veterinarian for examination. In such an event, you agree to be responsible for payment of veterinary fees incurred.

NOTE: We will first attempt to contact the veterinarian specified in your account profile. If we cannot reach your dog's normal veterinarian and if the issue requires urgent attention, we will contact another veterinarian for urgent and immediate care.

17. In the event that your dog bites or otherwise injures another dog through aggressive behavior while staying at Lucky Dogs, you agree that you will be responsible for any associated veterinary bills should it be necessary to seek medical attention for the other dog.
18. We make every effort to ensure the highest standards for dog(s) in our care. However, the owner accepts that incidents can occur even when their dog(s) are cared for at our usual high standard and that Lucky Dogs cannot be held liable for loss, injury or death.
19. Photos taken of your dog(s) during their visits to Lucky Dogs will be the property of Lucky Dogs and may be shared on our website and social media sites. Should you not wish for photos of your dog(s) to be shared, please let us know. Please note that no details about you, your pet(s) or your booking with Lucky Dogs will be shared in our social media posts for security reasons.