



# CLIENT INFORMATION PACK

## BARKNEY WICK

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## 1. OPERATING PROCEDURES

### BARKNEY WICK

#### Overview:

Our Animal Care Licence, issued by Tower Hamlets, is included in the Client KnowHow. Barkney Wick has achieved the highest star rating that can be awarded to new animal care providers (4 stars). A copy of this licence is also on display on the front door of the centre.

We want to ensure that Barkney Wick operates to the highest standard for its pups and pup carer clients.

This includes ensuring that our facilities and team are both skilled and prepared and all dogs are set for success, making sure our centre is the best choice for them. Usual protocol for new clients is as follows:

1. 30-minute face to face consultation in the centre with our lead dog carer or assistant dog carer  
*("Client Consultation")*
2. Completion by the client of the BW pup "information" sheet
3. Signing by the client of the BW waiver/consent form ahead of the first booked session at the centre
4. Provision for reading to each new client of the client information pack

*("Client KnowHow")*

Due to covid restrictions and communication from the CFSG, whilst restrictions remain in place the Client Consultation is no longer held but rather a "drop-off-and-play" session is required to acclimatise the pup to the centre, the team and to then discuss the session and next steps with the client on collection. Provision and signature of Client KnowHow remains as defined above.

Client information forms and consent forms must be completed before the first session so that the team are appraised of the pup's background, temperament, medical information etc.

Drop-off-and-play is a safe, controlled and small session within the centre, so that all dogs' routines are considered and catered for. This enables the dogs a short, well supervised period of time (without the pups' carers present) to provide nourishment, education and stimulation in a short burst. The sessions are set up so as to detract from anxiety and acclimatise new pups to the space. We recommend a few of these to help with the building of new pups' confidence without over doing it and a gradual build up to half and full day care, if appropriate. We also require you to remain contactable for the duration of the hour so that we may contact you in the event that your dog does not settle and collection is required. A refund will not be provided where we feel that early collection is necessary but we will discuss next steps to continue to acclimatise your pup to day care if we believe acclimatisation can still be achieved.

The centre opening hours are 08:00-18:00 Monday to Friday and we also have a booking system that allows bookings to be made with 5 days advance notice - this is in place to ensure that all dogs have enough time to be moved around in their bookings if need be (to ensure appropriate dynamics). This

notice period is also set to make sure that our team is organised and the necessary planning is in place to ensure a safe, secure and educational session appropriate to all dogs in the centre at any given time. If we can accommodate your pup at short notice then we will happily do so, however short notice booking requests need to be made via email to [contact@barkneywick.com](mailto:contact@barkneywick.com) and if accepted a payment link will be sent to secure the place.

*Please note - we do not offer any care plan options for female dogs in season or who are pregnant. The carers of female dogs coming into season must contact Barkney Wick so that we may rearrange their bookings accordingly at such a sensitive stage in their female pup's cycle.*

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| <b>Brief outline of schedule at Barkney Wick based on services offered at the date of this guidance:</b> |
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*15:00 – 16:00 Drop Off and Play\**

Our hour long drop-in-and-play session consists of meeting and greeting, slow and steady stimulus, educational activities and confidence building amongst the group and Barkney Wick team. We currently hold two sessions per week on Mondays and Wednesdays.

*\*at present a Drop Off and Play session is required before graduation to half or full day care*

*08:00-17:00 Full Day care*

This includes walks out of the centre (dog dependent) toilet breaks, lunch (dog dependant) mental and physical stimulation inside of the centre and a mid-morning break with an afternoon nap.

*08:00-12:00 or 13:30 – 17:30 Half Day care*

Includes a session of both mental and physical stimulation, toilet breaks and short bursts of play alongside sensory play and enrichment.

*12:00 (until finish) Park Walk*

Local collection (please see our collection radius on our website) from 12:00 followed by a guided, supervised one-hour walk in Olympic Park. We shall then safely return your pup home. Please note that the time of the walk will not begin until the last dog is collected, to ensure that your pups have a full hour to play in the park, off-lead, before being returned safely home.

***Please note that we are not open on Bank Holidays.***

Barkney Wick does not offer boarding services. Individual team members may offer boarding services personally outside of the remit of Barkney Wick/their employment with the centre. Any such boarding would be distinct from and not affiliated with Barkney Wick's dog day care services. If day care is required for pups boarding at team members' homes then a discount will be offered for those bookings.

We do not offer any pick up or drop off services unless by foot and within the collection radius outlined on the Services page of [www.barkneywick.com](http://www.barkneywick.com)

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| <b>Cancellation and Refund Policy:</b> |
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- In the event your dog becomes unwell within 48hours of the booking then the dog's carer must contact us by email to notify us and we will mutually arrange a reschedule at no additional cost.
- If cancellation is requested any less than 48 hours before the service for reason other than an unwell dog then we have a strict no-refund policy and no-reschedule policy.

- Cancellation requests within 5 days of booking but more than 48hours from the date of service are not automatically refundable and instead will be rescheduled at no additional cost to the dog's carer. Refunds during this period will be at Barkney Wick's absolute discretion.
- Requests for cancellations and reschedules ahead of 5 days from the date of service are acceptable but such requests must be emailed to [contact@barkneywick.com](mailto:contact@barkneywick.com) - we will then action the refund or reschedule accordingly.

## **At the Centre:**

### ***Feeding routines***

Dog-dependent, we are able to move our layout around to accommodate feeding times although it is preferred that breakfast and dinner be fed at home (prior to/after collection from the centre).

Dogs who are fed in the morning before arriving at the centre are encouraged to be fed no later than 2 hours before drop-off to ensure a 2-hour gap between eating and playing. This is to avoid any potential harmful and life-threatening illness such as bloat (GDV).

Should one of our pups require a lunchtime feed whilst in the centre then we will of course accommodate this. Lunch will usually take place just after the morning half day care dogs go home during a period of two-hour respite before the next group join.

Crates and pens are also available for feeding, provided that the dog is crate or pen trained and comfortable. Clients should ensure that they mention in their pup information sheet if their pup is crate trained and explicitly give permission for crates to be used for their pup.

### ***Physical Preventative Care***

Since fleas and ticks are easily transmitted from pet to pet, we require all owners to treat their pets with a veterinarian-approved flea and tick preventative. In addition, we strongly encourage regular administration of a heartworm preventative due to the high activity in the centre.

### ***Collars and Harnesses***

All dogs must be wearing a quick-release collar with a nametag. No metal, pinch, choke, beaded or studded collars allowed. Harnesses are also encouraged. Nametags are to include the telephone number and postcode of the dog's carer in line with the local Council's policy. Barkney Wick tags with our own telephone number will also be clipped to pups' harnesses/collars when leaving the centre.

### ***Infection Control Plan***

Our Infection control and care plan ("Infection Control Plan" or "the plan") is available on request and kept in place to prevent and minimise the risk of spreading infections/viruses/disease and general bad housekeeping. A good preventative care plan is both important and crucial whilst working with animals to avoid any potential outbreaks or contamination. All anti-viral and anti-bacterial cleaning solutions are veterinary standard/approved.

Clients must inform Barkney Wick by email or telephone if their pup has or is suspected as having an infection including Kennel Cough and must not attend their session if unwell. If they have already attended a session and exhibit signs of illness afterwards a full anti-viral and anti-bacterial disinfection of the centre will be carried out if it is deemed necessary by Barkney Wick's day care team and management.



## 2. NEW CLIENT INFORMATION

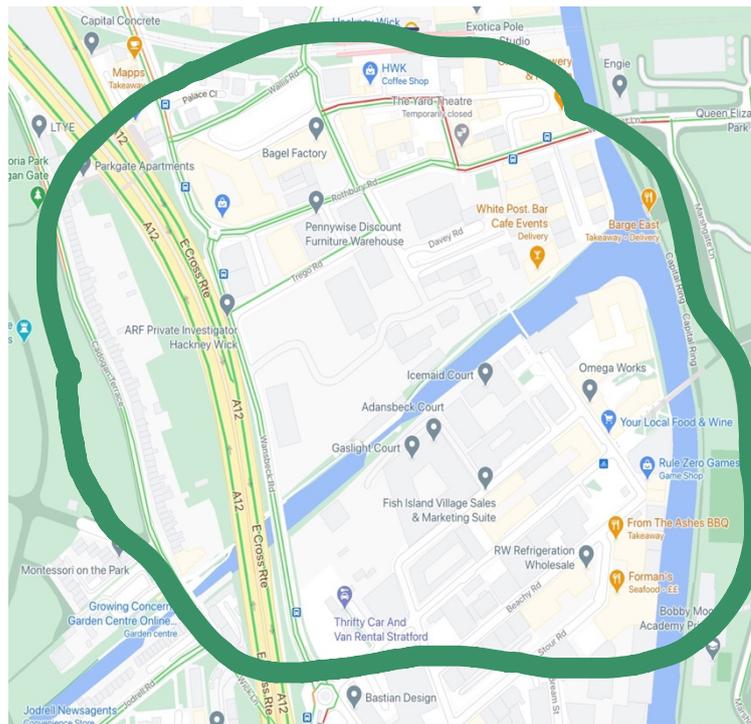
### BARKNEY WICK

#### Collection and Drop-Off Radius:

*Where do we pick-up from/drop-off to?*

To avoid long distance and on-lead walks, we have limited our radius for walks (and drop-off from day care) to within the green lined area as shown on the map below. This allows a calmer walk to and from home and more time for the dogs to gather their fun and stimulation off-lead.

A dog's walk is very important to them and can often be quite overwhelming for many, especially in a larger group and on-lead. In turn this can very easily lead to on-lead reactivity or over excitement and stimulation before reaching the park. This is why it is so very important that our radius for collection (or drop-off from day care) is limited so as to ensure a shorter distance to travel.



#### Security:

Barkney Wick's designated day care centre is fitted with a camera monitoring the dogs coming into and out of the day care centre each day.

A coded security lock has been installed for the day care centre entrance door and the code is only known to our team members. We operate a one-way walk in system with a separate door for exit for

walks, to ensure that the dogs do not walk out through Barkney Wick's main door (which also serves as the entrance and exit door for the café).

Due to our location and our beautiful big windows we thought it was very important to eliminate any potential exterior or environmental stress factors as best as we could. This is why all windows to the day care are shaded from ground level to 100cm height and are fitted with black out blinds. This also helps us to keep the centre secure generally.

For those clients who require collection and/or drop-off, we keep your keys in a secure, locked safe box and only team members requiring access for collection and drop-off have access to it.

All team members are DBS checked as a condition of their employment contract with Barkney Wick.

#### Contact Details:

*Our Address:* Barkney Wick  
Unit E  
The Smoke House  
75 Smeed Road  
Fish Island, Hackney Wick  
London  
E3 2NE

*Barkney Wick Welcome Desk Hours:* Monday – Friday (except Bank holidays) 08:00 – 13:00  
*Office Telephone Number:* +44 7723 188312  
*Office Email Address:* [contact@barkneywick.com](mailto:contact@barkneywick.com)  
*Website:* [www.barkneywick.com](http://www.barkneywick.com)

#### *Out of office contact details:*

##### Lucy McLaughlin, Lead Dog Carer

*Telephone Number:* +44 7961 220092  
*Email Address:* [lucy@barkneywick.com](mailto:lucy@barkneywick.com)

##### Jamie Swan, General Manager

*Telephone Number:* +44 7577 613511  
*Email Address:* [jamie@barkneywick.com](mailto:jamie@barkneywick.com)

#### The Team and Training:

In addition to the experience and qualifications that our team members already hold, the Barkney Wick team have undergone a bespoke intensive training session with Jade Berman from [www.mydogtraining.co.uk](http://www.mydogtraining.co.uk)

*Barkney Wick's bespoke training, provided by Jade, includes the following:*

- Body language
- "Down time"
- If one pup won't settle - what would you do?
- Avoiding over-stimulation
- Matching play-style and how to recognise when a play-style is not a good fit

- Nervous and shy pups – how to build their confidence
- Consistency and continuation of learning at home after time spent in Barkney Wick
- Focus skills
- Attachment to a member of the team – how to positively address this
- Barrier frustration – how to respond and calm
- Barking – what to do?

Further training for group walks is also carried out and observed by our lead caregiver, Lucy. All team members undergo a shadowing/additional supervision period with Lucy before they are signed off to walk groups of dogs alone.

*Details of the team and their qualifications and experience can be found on our website.*

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| <b>Emergency Contacts and Insurance Policy:</b> |
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Veterinary Emergency Care

In an event of an emergency, Barkney Wick is registered with the following veterinary group - this just helps with speeding up the process to be seen quicker should we ever need medical assistance:

Goddard Veterinary Group  
 5-7 Well St,  
 Hackney,  
 London  
 E97QX

Telephone: +44 2089 863918

Insurance Policy

Barkney Wick has a robust, bespoke Dog Day care Insurance Policy in place with the following cover:

|                      |   |
|----------------------|---|
| Public Liability     | £1,000,000                                |
| Employers Liability  | £10,000,000                               |
| Injury to Animals    | £25,000 (£75,000 in the annual aggregate) |
| Loss or Theft of Key | £10,000                                   |
| Travel Costs         | £1,000                                    |
| Loss of Licence      | £10,000                                   |
| Legal Expenses       | £100,000                                  |

Should you wish to see a copy of our insurance verification then please contact us.

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| <b>Policy for Extremes of Temperature and Weather:</b> |
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Extreme cold and extreme heat weather conditions (e.g. when there is a warning issued by the Met Office or the NHS) can pose potential safety concerns for dogs in day care and outside on walks. Barkney Wick's centre is serviced by an air conditioning, heat and fan system that is controlled centrally by us as well as a remote-controlled fan to circulate internal and external air and we monitor the temperate closely during day care hours.

In extreme heat situations we have other facilities in place to ensure the comfortability of your pup including splash pools, cold snacks such as frozen dog treats and dog cooling mats.

In extreme cold situations including circumstances in which your pup may get wet due to inclement weather whilst walking we have hair dryers and hot water bottles as well as blankets and cosy areas in the centre where a member of the team will sit with your dog and monitor their body heat. We are also lucky enough to have showering facilities with hot and cold water to cool or warm up your pup quickly. Fresh drinking water is available for your pup at all times while they are in Barkney Wick's care.

In the event that the weather conditions are so extreme as to pose a concern to your dog's wellbeing we may decide to close the centre, cut short, alter or cancel certain services – in which case we will let you know as soon as reasonably practicable. We will only ever make such decisions when it is absolutely necessary and we will always do our best to continue our services as best we can, provided we deem it to be safe to do so.

Where a service is altered or cut short for safety reasons, the service price will be charged as normal. Where the service is cancelled in advance (this is likely to be last minute due to the nature of the circumstances illustrated) we will refund you 50% of the price of the service.

The safety of your pup is always our primary concern and such decisions will not be taken unless our team have considered and reasonably come to the decision that it would be safer for your pup to remain at home with you at the time in question.

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| <b>Procedure for Death or Escape of a Dog in Barkney Wick's Care:</b> |
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While your pup is in the care of Barkney Wick, we will take every measure to ensure that they are protected from harm. Our lead dog carer is dog first aid trained and we have a dog first aid kit on site for use in case of need/an emergency. We also have access to a vehicle and a dog friendly taxi service account should we need to attend the veterinary surgery Barkney Wick is registered with (Goddards, Hackney).

In the event that an injury occurs to your pup while in Barkney Wick's care we will, in the first instance, check the pup over for injuries and, if necessary, seek professional help from the vet. If we do not feel that your pet requires veterinary attention but still have concerns about their health or potential injury we will let you know and ask that you monitor them on their return home (which may be sooner than the collection or drop off time for their service).

We will do our utmost to ensure that any injury or any potential health issue is flagged immediately but as we are not veterinarians we cannot guarantee that we will spot an injury or health issue while your pup is in our care.

Should your dog show any noticeable injury we will inform you immediately. If we believe that the nature of the injury is serious we will take them to the vet as soon as possible without request. By agreeing to leave your pup in our care you agree that, in the event it is deemed necessary by a vet, to the authorisation of Barkney Wick to consent to any treatment or procedure that the vet deems is required to carry out immediately or to prevent suffering, and agree to pay the associated fees or reimburse Barkney Wick for the full amount of such treatment including consultation. We will of course attempt to contact you beforehand but we need to ensure you are aware that if we are unable

to contact you we will need to consent on your behalf to any treatment or procedure deemed necessary by a vet in the circumstances.

We strongly recommend that you purchase pet insurance for your dog that covers them while they are under Barkney Wick's care.

In the event that your pup is lost or taken while in our care we will take all steps to ascertain your pup's whereabouts immediately and inform you as soon as we are able to in the circumstances (our first priority being the immediate ascertainment of your pup). We will also inform the local warden (if we are in a warden patrolled area, such as a public park) and the police. Our next steps will be to contact the local community via messaging, telephone calls and social media to raise awareness of the incident and provide a detailed description of your dog with a view to swiftly locating and returning your pup to you.

In the event that your dog is located injured we will call the veterinary practice at which we are registered at and (if we are told that we can safely move your pup) take them directly to the veterinary practice – alternatively we will wait for the vet ambulance to arrive. We will call you as soon as we have attended to your pup to inform you of the situation. In the event that a fatality occurs while your dog is in our care we will ensure that all pups in our care are separated and call you straight away. Should we need to we will call the carers of the other pups in our care that day and ensure that their pups are collected as soon as possible while we wait for you to come to us.



### 3. INFORMATION AND CONSENT FORM

**BARKNEY WICK**

#### HOOUMAN INFORMATION

|                                   |
|-----------------------------------|
| <b>HOOUMAN NAME/S:</b>            |
|                                   |
| <b>ADDRESS:</b>                   |
|                                   |
|                                   |
|                                   |
| <b>EMAIL ADDRESS:</b>             |
|                                   |
| <b>TELEPHONE NO.</b>              |
|                                   |
| <b>EMERGENCY CONTACT DETAILS:</b> |
|                                   |
|                                   |

#### FLOOF INFORMATION

|                               |
|-------------------------------|
| <b>DOG'S NAME:</b>            |
|                               |
| <b>AGE:</b>                   |
|                               |
| <b>BIRTHDAY (IF KNOWN):</b>   |
|                               |
| <b>GOTCHA DAY:</b>            |
|                               |
| <b>BREED:</b>                 |
|                               |
| <b>M/F:</b>                   |
|                               |
| <b>SPAYED/NEUTERED (Y/N):</b> |
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| <b>COAT MARKINGS:</b>                            |               |
|  |               |
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| <b>VACCINATIONS (INCLUDING DATES, IF KNOWN):</b> |               |
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|  |               |
|  |               |
| <b>INSTAGRAM HANDLE (IF THEY/YOU HAVE ONE!):</b> |               |
|  |               |
|  |               |
| <b>MEDICAL INFORMATION</b>                       |               |
| Allergies:                                       |               |
|  |               |
| Medication:                                      |               |
|  |               |
| Veterinary Clinic:                               | Telephone No. |
|  |               |
| Emergency Veterinary Clinic:                     |               |
| Telephone No.                                    |               |
| Any Additional Medical Info:                     |               |
|  |               |
|  |               |
| <b>EXERCISE &amp; FEEDING ROUTINE:</b>           |               |
|  |               |
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**COMMANDS & TRAINING (PLEASE INCLUDE ANY INFORMATION YOU WOULD LIKE TO SHARE WITH US):**

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**LIKES & DISLIKES (PLEASE INCLUDE ANY INFORMATION YOU WOULD LIKE TO SHARE WITH US):**

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**ADDITIONAL INFO (IF ANY):**

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**Client Consent Form**

Name:

Dog's Name:

**Off-Lead**

I do  do not  give my consent for members of Barkney Wick to walk my dog off lead

Signed \_\_\_\_\_

**Social Media**

I do  do not  give my consent for members of Barkney Wick to take photos of my dog and upload to our social media or website

Signed \_\_\_\_\_

**Veterinary Release Form**

In my absence I hereby authorise Barkney Wick to care for my dog(s) and they have permission to transport them to the veterinary surgery at which Barkney Wick is registered (Goddards, Hackney).

I will be responsible for any veterinary payment. I understand that Barkney Wick assumes no responsibility for the dog(s) and is released from all liability related to the transportation, treatment and expense once in the care of the veterinary surgery.

Signed \_\_\_\_\_

**Terms and Conditions**

1. I agree to provide/arrange for keys to be available for Barkney Wick ahead of the service being undertaken (if required).
2. I authorise Barkney Wick to obtain any emergency veterinary care that may be necessary whilst my dog(s) is in their care, and accept full responsibility for all costs related to this emergency care. I authorise Barkney Wick to use an alternative veterinarian in the event that my regular veterinarian is unavailable, or the urgency of the situation necessitates this. Barkney Wick will endeavour to contact me prior to obtaining emergency care.
3. I will be responsible for all medical expenses and damages/claims resulting from an injury to the dog walker or other persons/animals by my dog(s).
4. I understand Barkney Wick's Cancellation Policy and confirm that a copy has been provided to me.
5. I agree to pay Barkney Wick in full in advance of the services provided.
6. Barkney Wick will inform you of any incident, or unusual/unacceptable behaviours involving your dog(s) whilst in our care.
7. I understand that all photographs/ videos taken whilst my dog was in the care of Barkney Wick are of copyright legislation.
8. I accept that if I require Barkney Wick services at short notice e.g. less than 5 days' notice, I must contact Barkney Wick by email to request the late booking, I may not be able to book the services required and I may be charged a higher rate.
9. I accept that if I collect my dog(s) half an hour or more after collection time I will be charged a minimum of £10 for each extra half hour of care provided.

Print name: .....

Signed: ..... Dated: .....



# TOWER HAMLETS

Licence / Registration

Certificate Number

27783

**THE ANIMAL WELFARE (LICENSING OF ACTIVITIES INVOLVING  
ANIMALS) (ENGLAND) REGULATIONS 2018  
LICENCE TO PROVIDE OR ARRANGE FOR THE PROVISION OF  
BOARDING FOR CATS OR DOGS**

**THE LONDON BOROUGH OF TOWER HAMLETS**

being the local authority under the above Regulations **HEREBY GRANT THIS  
LICENCE to JAMIE SWAN**

of **BARKNEY WICK LIMITED**

being the occupier of premises known as **BARKNEY WICK, UNIT E, THE  
SMOKE HOUSE, 75 SMEED ROAD, E3 2TF**

Within the area of the said authority to **PROVIDE DAY CARE FOR UP TO 14  
DOGS** at those premises subject to the conditions endorsed hereon.

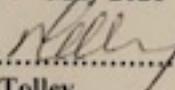
The Premises has been awarded 4 stars.

A fee of **£411.00** has been paid for this Licence.

This Licence shall remain in force from the **7<sup>th</sup> May 2021**  
until and including the **6<sup>th</sup> May 2023**.

**GRANTED** at the office of the said Council at John Onslow House, 1 Ewart  
Place, London, E3 5EQ.

On the **7<sup>th</sup> May 2021**

  
.....(Signed)  
**David Tolley**

**Head of Environmental Health and Trading Standards**  
(The officer appointed for this purpose)