

Terms and Conditions

Vaccinations

On your Pet's arrival at the Kennels / Cattery we will require to see a current vaccination certificate. Dog Vaccinations must safeguard against the following diseases: Distemper, Parvovirus, Hepatitis, Leptospirosis and Parainfluenza. Cat Vaccinations must safeguard against Cat Flu and Feline Enteritis, we do not insist upon the vaccination for Feline Leukaemia.

Kennel Cough Vaccinations

We recommend the Kennel Cough (Infectious Tracheobronchitis) vaccination. Your dog must have this at least 2 weeks prior to arrival at kennels. This is NOT part of your annual booster vaccination. If you are in any doubt, Kennel Cough vaccines can be identified on your vaccination card / certificate as 'Intrac' (which lasts for 6 months) or 'Nobivac KC' (which lasts for 12 months). **We will accept your dog without the kennel cough vaccination.**

Notification of Medical Conditions

If an animal has a medical condition of any sort we must be notified at the time of booking.

Minimum Age

Our minimum age is 12 weeks old (all puppies and kittens should have had the full course of vaccinations by this age).

Maximum Age

We do not have a maximum age.

Emergency Contact Numbers

On your Pet's arrival at the Kennels / Cattery you will be asked for an emergency contact telephone number. This may be a friend, relative or neighbour or even your own mobile number.

Diets

We stock a variety of pet food, however if we do not stock the food you feed, we would normally request you bring enough for the duration of your Pet's stay.

Bedding

We supply all soft bedding, that is laundered daily.

Pet Taxi Service

We can collect and deliver your Pet from your house if specifically requested at the time of booking. An additional charge will be levied, the price dependant on location. If a wasted journey has been made due to your late return from holiday, we reserve the right to levy an additional charge.

Washing / Grooming/ Clipping

We find that in most cases, dogs after a lengthy stay in Kennels will require a wash before they go home. This can be pre-booked with our staff on your Pet's arrival to Kennels. An additional charge will be levied for this service, the price being dependant on size / breed etc. It should be noted that washes will not be done unless the Animal

Owner has specifically requested this service.

Veterinary Insurance Cover

Boarding fees include Veterinary fees incurred following accidental injury, sickness or disease contracted during the period that the pet is boarded on the premises, or arising within 72 hours of departure to a max of £1500. Cover does not extend to pre-existing Veterinary conditions.

Basis of Charging

We charge a **full day** on the day of arrival.

On the day of collection, there is a **half daily charge up until 12:30 pm (Mon-Sat) and 11am (Sun)**

Collection at **5-5:30pm** on any of the above days will represent a **further half daily charge**.

E.G.

If one were to drop off their pet on Monday at 9am, and then collect on Tuesday at 5:30pm, this would represent a total charge of two days.

Periods of Boarding

If a pet is collected before the date of collection previously advised, we reserve the right to charge for the previous period intended. The date entered on the 'Boarding Agreement' will prevail. This is because we can only take other bookings for periods that have not been booked by others. It will be highly likely that we would have turned away other prospective customers for the day/days in question.

Deposits

All customers will be required to pay a 25% deposit. The deposit will secure the booking and act as an administration charge.

Deposits will only be refundable if written cancellation is received in excess of one calendar month prior to the commencement of boarding.

Deposits will not be refundable, but may be transferable to a future booking if cancellation is notified in writing, less than one calendar month but more than 15days prior to the commencement of boarding.

If the notice of cancellation is 14 days or less prior to the date of boarding, customers will lose their deposits completely.

If deposits are not received within seven days of you making your booking with us, verbally, by email or in person, then we reserve the right to cancel the booking and put the dates back on general release.

Aggressive / Destructive Temperaments

We do not encourage animals with aggressive or destructive temperaments. In cases where animals are left that prove to be aggressive towards other animals or staff, or destructive to our facilities, we will contact you to arrange their removal. All damage caused by an animal to any area will be chargeable to the Animal Owner.

Bank Holiday Supplements

All customers will be charged a supplement for Bank Holiday days. £10 extra per dog per day, £5 extra per cat per day, £2 extra per small animal per day. Except Christmas Day, Boxing Day and New Years Day these are charged at double boarding rate.

We are closed to the public for collection and drop off on Christmas Day, Boxing Day and New Years Day only (Although your pets can stay with us on these days).

Payment

We accept Cheque or Cash only on your pets arrival at the Kennels or the Cattery. The **full boarding charge**, for your pets stay with us, must be paid on arrival.

Opening Hours

It would be greatly appreciated if customers could collect or drop off their Pets at least 15 minutes before we close.

Monday-Saturday 9.00am-12.30pm

Sundays 9.00am-11am

Bank Holidays Sunday Hours

If you cannot make the above times please contact us and we can discuss another time.

CLOSED TO THE PUBLIC (but open to residents) Christmas Day Boxing Day New Years Day