

## TERMS AND CONDITIONS

*Dogs and Cats can only be accepted if they have current vaccinations against (for DOGS) DISTEMPER, HEPATITIS, LEPTOSPIROSIS, PARVOVIRUS and KENNEL COUGH; (for CATS) FELINE INFECTIOUS ENTERITIS and CAT FLU. Certificates must be produced each time a pet is boarded. Pets must also be flea and worm treated.*

*All animals must be fit and in sound condition when entering our kennels.*

*We reserve the right to refuse entry to boarders at our discretion.*

*If we have any concerns regarding your pets' wellbeing we will contact the customer or his/her nominated contact. We will be authorized to contact or take the customers pet their nominated vet. Our own vet will be used if yours cannot be contacted. Any costs incurred are to be borne by the owner.*

*It is the customer's responsibility to furnish all relevant medical history when making a booking. In the unlikely event that your pet is not collected within 7 days of the date of departure and not having any contact from you or your named contact, we shall be at liberty to re-home or act as may be advised by our veterinary surgeon.*

*We provided a range of different feeds including our main supplier Arden Grange. Owners are welcome to provide their own food; there will be no reduction in price if food is provided. If Pets do not eat their recommended food we will endeavor to feed anything appropriate that your pet will eat.*

*Dogs must have a collar with identification disc. Collars must be secure, so they cannot slip loose.*

*Fees must be paid prior to collection.*

*Late cancellation where we cannot re-let the space will be charged 50% of the booking. No refund is payable if the dog or cat is collected before the stated departure date.*

*We walk all dogs on leads in open countryside. If your dog is likely to escape, please advise us and we will walk them only within our secure area.*

*We will supply all necessary beds and bedding Customers are welcome to supply favorite toys or bedding we do not however accept responsibility for loss or damage.*

*Pets can only be accepted or collected within boarding hours. Please note the boarding hours listed below.*

*Any owner requiring their own pets to share a kennel does so at their own risk.*

*Pets will not be accepted into the kennel without a contact name and telephone number.*

*Contacts may be asked to remove difficult or dangerous dogs from the kennels.*

*Owners are liable for any damage inflicted upon staff and or property by their pets. (Insurance advisory)*

*Animals collected before 11:00 will not be charged for that day's boarding.*

*Opening Hours: 09.00 - 11.00 - 14.00 -16.00 Sundays & Bank holidays 10.00 - 11.00 collections only.*