

Terms and Conditions

Animals are only accepted for boarding under the following conditions:

Liability

Whilst every possible care is taken no liability whatsoever can be accepted for any loss, damage or injury to any animal or property. We will give each and every animal in our premises all possible care and attention but all pets are boarded entirely at the owner's risk.

Whilst every care and attention is given to each dog boarded at the kennels we cannot be held responsible for loss of life or illness from whatever cause. All pre-existing medical or behavioural conditions must be fully specified before animal(s) are admitted.

In the event of any accident or illness the animal will be taken to or attended by a veterinary surgeon. Where possible this will be the owner's own vet, otherwise a local veterinary surgeon will be consulted. The professional opinion of the veterinary surgeon will be deemed as being in the best interest of the animal.

In an emergency or illness the Kennels will contact the owner or his/her nominated emergency contact.

Vaccinations and Preventative Medicine

All animals must be fully vaccinated and free from any contagious or infectious conditions including Distemper, Canine Parvovirus, Infectious Canine Hepatitis, Leptospirosis and Para influenza. Please check your vaccination certificates are up to date and bring them with you when you check your dog in. Failure to do so will mean we are unable to accept the animal for boarding.

We cannot accept dogs that have been given the intranasal Kennel Cough vaccine within 5 days immediately prior to their stay.

Please check your dog for fleas and worms and where possible treat before coming to the kennel. If a dog is infected with fleas or worms, it will be treated and a charge will be made for the treatment.

Medical Conditions.

All animals must be fit, healthy, and free from vice when entering our kennels. We reserve the right to refuse any animal that we feel is showing signs of ill health pending veterinary advice for which the pet owner is fully liable.

PLEASE NOTE: Dogs showing signs of kennel cough or any other contagious disease will be turned away.

If your pet has an existing medical condition it is crucial that we know about it in advance. Any medication that is required should be supplied with clear instructions on administration. Please ensure there is sufficient medication to cover the boarding period.

Behavioural Problems.

Owners undertake to draw attention to any traits or vices their dogs may have. Your emergency contact 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 dogs.

Fees and Payment

All breeds receive the same excellent high level of care; therefore our charges for all dogs are the same regardless of their size.

All fees are payable on departure. We prefer payment by bank transfer but do accept cash and cheques supported by a valid bank card. AN EXTRA £20 will be charged for any cheques returned, "Refer to drawer".

Fees are per day or part thereof. When animal(s) are booked to and leave before 10am on the day of departure there will be no charge for that day. The fees stated include insurance (only covers injury or illness that occurs directly as a result of boarding with us).

We will ask you to pay any veterinary costs incurred if it is determined that the illness was a long-standing or pre-existing condition or anything not directly related to their stay with us.

Any uninsured veterinary fees must be settled upon departure.

Food

We only stock and feed premium quality food (for example Akela or Gentle). If your dog requires a special diet, you are at liberty to bring your dog's special food with you. We will need to know in advance if your dog is fed on a raw diet in order to ensure sufficient freezer space.

No discount is given if owners bring their own food.

General Conditions

Only animals from the same household may share accommodation and prior written permission of the owner must be given.

All dogs must wear a correctly fitted collar (no choke chains) and name tag and must be held on a lead when arriving and departing the kennels. Should a dog have aggressive tendencies then a muzzle may also be needed.

If you are unable to collect your pet in person then a representative can collect on your behalf, but you must notify us in advance. Your representative must bring proof of identity, and if appropriate, payment before your pet will be handed over.

If any animal is left for ten days beyond the booked departure date without contact from the owner and attempts to contact the owner have failed then the animal will be deemed abandoned. The RSPCA will be informed and the animal will be re-homed or relocated to a rescue centre or otherwise dealt with in accordance with our judgment of the animal's best interest. In any such case liability for all boarding and other costs will remain the responsibility of the owner.