



# Terms And Conditions

## 1. VACCINATIONS

All dogs must have an up to date vaccination certificate covering Distemper , Parvo virus , Leptospirosis, Hepatitis and kennel cough.

Proof of parasite treatment ie worming, flea & tick control must be shown at check in.

## 2. BOOKINGS AND CANCELLATIONS

Early reservations are strongly recommended to avoid disappointment , and are essential for summer, Christmas and other peak periods.

### COVID-19 - Deposits

Since the pandemic ,we have implemented a no deposit necessary policy . We have decided that we would prefer to keep that policy for the foreseeable future. For that reason we ask that we are advised of any cancellations as early as possible , therefore enabling us to offer the room to another customer .

## 3 . OPENING HOURS

Drop off / collection times - these will be arranged in advance on an appointment basis between the hours of 8.30am & 10.30am and in the afternoon between 4.30pm & 6pm. We are open from 8.30am to 6pm to answer enquiries and bookings.

For day care an earlier drop off of 7.30am can be arranged.

No drop off or collections are available on Christmas Day, Boxing Day or New Years Day .

Other hours may be possible with prior arrangement.

## 4 . MEDICAL CONDITIONS / SPECIAL NEEDS

In order for us to provide the best possible care of your pet, please advise us of any pre-existing medical conditions. We can administer most medication prescribed by your vet.

## 5 . VETERINARY ATTENTION

Whilst animals board with us they will receive every care and attention. However they are boarded at the risk of the owner.

The management of the kennels can accept no liability. Should any animal require treatment, the management reserve the right to call a veterinary surgeon and act upon his advice, any expense incurred being met by the owner of the animal. Our veterinary surgeons are Teme Vets who are within close reach, offering a 24hr service.

## 6 . PAYMENTS

Accounts are due in before collection. For long term boarders the account is monthly in advance.

All animals are charged for the day of arrival and departure.

### Ways to pay:

Card machine, cash or BACS transfer

## 7 . INSURANCE

We would advise that you insure your dog if possible.