House O'th Hill Kennels Terms and Conditions

BOOKING AND PAYMENT

1. A 50% deposit will be taken at the time of booking. Your booking is not confirmed until a deposit is received. Cancellations more than 30 days prior to arrival date will have the deposit refunded. Cancellations less than 30 days prior to arrival date will not be refunded.

2. The full remaining balance will be due upon your dog's arrival. Payment can be made by bank transfer or cash. We do not accept cheques.

3. Boarding is charged per day or any part of day. This includes the day of arrival irrespective of the time. If your dog is collected before 10am on the day of departure this day will not be charged.

DROP OFF AND COLLECTION

4. Arrivals and departures can only be accepted within the hours of 10am and 5pm.

5. All dogs must arrive and depart on a lead including in the parking area.

6. There will be no refund for collection of dogs earlier than the booked departure date.

7. Any dogs collected late, without prior agreement, will be charged any additional days boarding plus a surcharge of £20 per day if we have the capacity to accommodate them. Should we not have the capacity to accommodate your dog in the event of late collection, we may move your dog to another local boarding kennel of our choice. You will be liable for any fees incurred.

8. In the event your dog is not collected within 7 days of the agreed collection date, we will attempt to contact you and your emergency contact. If no contact can be made and no new return date agreed, the dog will be considered abandoned and the dog warden will be contacted. The dog will be moved to a rehoming centre. We will take all possible legal action to recover any cost incurred in boarding, feeding, treating and rehoming your dog.

INDENTIFICATION

9. As required by law, all dogs must wear a collar at all times with a tag stating the owners name and address.

10. As of 6th April 2016, all dogs are required by law to be microchipped. Any dog arriving not microchipped will be not be accepted and we are obliged to report your details to the local authority.

VACCINATIONS AND HEALTH

11. All dogs must have up to date standard vaccinations, kennel cough (infectious tracheobronchitis) is optional but advised. These must have been administered at least 2 weeks prior to boarding. An up to date vaccination certificate must accompany your dog on arrival. No dogs will be accepted without an up to date vaccination certificate. Owner accepts that even though their dog is vaccinated against Kennel Cough there is still the chance that their dog can still contract Kennel Cough. We accept no liability for any fees associated with the treatment of Kennel Cough.

12. All dogs must be covered by a known flea treatment, such as 'Frontline', 'Stronghold' or 'Advantage' before they are boarded. These products have varying lengths of effectiveness. Dogs that arrive with fleas will be administered such a product and charged accordingly.

13. All dogs must be in good health on arrival and have had no communicable disease in the past 30 days.

14. All pre-existing conditions must be declared upon arrival. We will consult a veterinary surgeon should we feel necessary. See enrolment form.

15. If medication is to be administered to dogs in our care, full details of dosage and direction must be written on your enrolment form upon arrival. You accept that medications will not be dispensed by a veterinary professional or anyone who holds such qualifications.

16. We reserve the right to refuse to board a pet that, in our opinion, we feel would be unsuitable to be in the boarding environment.

INURY AND ILLNESS

17. We accept no liability for any illness contracted or injury to a dog boarding with us. In the event your dog becomes ill or injured while boarding with us, we will take your dog to our registered vet (see enrolment form). We will contact you or your emergency contact to authorise any treatment necessary. All costs will be the responsibility of the owner. It will be the owner's responsibility to claim back any costs from their own insurer. Costs will include, but not be limited to; veterinary call-out fees, treatment, transportation, veterinary accommodation costs.

18. We accept no liability for any injury resulting from contact between dogs from the same household who are sharing accommodation. Dogs sharing from the same household will be separated and boarded in separate kennels should we deem necessary. All veterinary bills are the responsibility of the owner.

BEHAVIOUR AND EXERCISE

19. We will not accept unruly or aggressive dogs. If we feel that your dog presents a risk to our staff we will ask you or your emergency contact to collect your dog. Your emergency contact must be happy to accept your dog if we can no longer accommodate your dog for any reason. No refund will be given should you be asked to collect your dog early.

20. All dogs will be walked on lead unless you give permission for your dog to be allowed off lead. Our exercise area is fenced with a 2.4m high fence. While reasonable care is taken to keep the area secure there may be holes under the fence from which a dog can escape. We accept no liability should a dog escape from our premises.

21. The exercising of dogs takes place in our fenced field. The ground may be uneven and have holes. We accept no liability for any injury that occurs to dogs due to any obstacles.

22. All dogs will be exercised individually or with dogs from the same household (sharing accommodation), unless you give us permission for your dog to be mixed with other dogs. Prior to dogs being mixed they will have an on lead assessment by our staff to ensure dogs are not aggressive towards each other. All dog play is supervised to avoid injury wherever possible but scratches, punctures, torn ligaments, or other injuries may occur. We accept no liability for any injury to your dog.

FOOD AND BELONGINGS

23. You are required to provide enough food for your dog for the full length of the dogs stay. You will be asked to provide instructions on the amount and frequency of feeding required. You are not required to bring food or water bowls, these are provided and cleaned/sterilised thoroughly.

24. Should you not provide enough food, your dog will be fed a standard range complete kibble. You will be charged for any food that we have had to provide.

25. You may bring your dog's own bed/bedding (no bean bags) or any toys should you wish. While we take as good care as possible to all your belongings, we will not be held responsible for any lost or damaged items. Dog beds and bedding is available if required.

PHOTOGRAPHY

26. You agree that we may use any photographs or videos of your dog, obtained while in our care, for promotional purposes, including use on our website, social media or printed materials. All such material remains the property of House O'th Hill Kennels.

By signing below, you agree to the terms and conditions as stated above:

Signed:

Print:

Date: