

# TERMS & CONDITIONS FOR BOARDING YOUR DOG



## 1 CONFIRMATION/CANCELLATION OF BOOKING

A reservation will not be considered secure until the signed Booking Form is returned (thereby confirming agreement to the Terms and Conditions of Boarding) along with the requested deposit within 14 days.

Deposits will not be refunded.

## 2 BOARDING FEES & PAYMENT

All dogs are charged a nightly rate. The nightly rate should be confirmed at time of booking. A discount of 15% will be given for dogs from the same family sharing a kennel.

The following are included in the daily rate: care, feeding, heating, and exercise at least twice daily. Each dog will be individually taken to a secure area in which to play off the lead. If your dog has specific exercise requirements please advise on admittance.

A dog will only be returned to the owner when all fees are paid in full. This also includes any additional costs incurred during the dog(s) stay eg veterinary fees, worm or flea treatments.

Surcharges apply on Public Holidays.

## 3 FEEDING

The Dogs' House will supply dried and/or tinned food to each dog during its stay. However, if a dog has specific diet requirements then the owner should supply the necessary food for the entire stay.

## 4 ADMISSION/COLLECTION/VIEWING TIMES

Dogs can **only** be admitted/collected during the specified opening times ie:

**Monday to Saturday:**

**9.30am to 11.30am & 4.30pm to 5.30pm**

**Sunday: 1.00pm to 2.00pm**

No admissions, collections or viewing on Christmas Day. Opening Times may be restricted on other Public Holidays and will be confirmed at time of booking.

Opening Times are strictly adhered to, dogs must be dropped off/collected within these times without exception.

## 5 VACCINATION REQUIREMENTS

Dogs will only be accepted for boarding when vaccinated against Distemper, Hepatitis, Leptospirosis, Parvovirus, and Bordatella (Kennel Cough).

A current valid vaccination certificate must be produced when your dog is being admitted for boarding. All vaccinations must have been given at least 10 days prior to boarding. Any dog without a current valid vaccination certificate **WILL NOT** be admitted.

## 6 HEALTH & BEHAVIOUR

Owners must detail any previous or existing medical conditions. The premises are attended 24 hours a day and veterinary treatment is available if required. Any resulting veterinary bills must be paid by the owner.

Medications will be administered as required. A sufficient quantity of any medication must be supplied by the owner and should be properly labelled stating name of pet; strength and dosage of medication; and name of prescribing Veterinary Surgeon.

Any animal becoming ill must be seen by a Veterinary Surgeon within 72 hours of leaving The Dogs' House Boarding Kennels. The Dogs' House must also notified within 72 hours.

It is recommended that all dogs are treated for worms and fleas before boarding. Any dog found to have worms or fleas during boarding will be treated and the owner charged accordingly.

Owners must make full disclosure of any anti-social behaviour including aggression either towards another animal or towards people.

## 7 EMERGENCIES

In an emergency every effort will be made to contact the owner and/or the contact name supplied. If this is not possible a Veterinary Surgeon appointed by The Dogs' House shall have sole and absolute discretion to administer any treatment considered necessary by the Veterinary Surgeon at the cost of the owner.