

1. All animals must be fully vaccinated and a current veterinary certificate must be produced at the time of boarding and may be retained on site during the boarding period. Effective treatment against worms and fleas must also have been given prior to the commencement of boarding.
2. Vaccinations for Dogs – Dogs must be fully vaccinated within the last 12 months against:
 - a. Distemper
 - b. Hepatitis
 - c. Leptospirosis
 - d. Parvovirus
 - e. Para-influenza and must have had a booster injection within the previous year.
 - f. **Kennel cough – optional** - kennel cough vaccines must be given a minimum of 14 days prior to your pets stay as this is a live vaccine.
3. If a dog has been given its primary vaccination course, or if they have had to restart their vaccines due to a gap in the vaccine history, the vaccine course must have been completed a minimum of 14 days prior to the check-in date. This does not apply to booster vaccinations. For ANY kennel cough vaccine - either initial, restart or booster, this must have been given a minimum of 14 days before your dogs stay, as this is a live vaccine. If the relevant amount of time has not elapsed we have the right to refuse boarding and 100% of the paid fees will be forfeited. It is the owners responsibility to ensure their dogs vaccines are in date and given within the correct timeframes of their dogs stay.
4. Veterinary treatment will be arranged with a local veterinary surgeon if deemed necessary for any condition occurring during the stay. However, any recurrence of a known condition will NOT be covered by our own insurance and all owners will be expected to settle their own accounts in full.
5. Only dogs from the same household may share boarding accommodation.
6. Charges are per day including arrival and departure days. If a pet is collected before 10am on the departure day there will be no charge for this day. **If an owner is late in collecting their pet and arrives after 10am this charge will be added to your dogs stay.**
7. **Cancellation fees will be at the proprietor's discretion. Deposits are not refundable.**
8. Whilst all reasonable care and attention is given to every animal boarded, the animal is boarded entirely at the owner's risk.
9. By signing the contract and leaving the animal at these kennels, the owner certifies to the accuracy of all information given about that animal(s) stated on this contract and consents to the conditions set out.
10. In the event of an animal not being collected or boarding fees not being paid, the proprietor may dispose of the animal concerned after giving 14 days' notice to the owner, or their representative at their last known address
11. Everything your dog requires for his/her stay is provided. However, bringing your pet's favourite toys and blanket may help it settle in, particularly if it is their first stay with us. We do not accept any responsibility for their condition or safe return
12. If you would like to bring your dogs own food for their stay, please ensure that the kennels team are made aware of how much your dog is fed per meal, or bring along the scoop that you use for them at home.

13. We do not give credit for early returns; you must pay for the period booked.
14. We require a 50% non refundable deposit for all stays between the beginning of June and the end of September, along with the Christmas period. All other stays will require a 25% deposit. During our peak times we operate a 2 day minimum booking policy. For any bookings made under 2 days a premium will be charged.
15. For bookings which are made 7 days or less before the check in date, payment must be made in full at the point of booking to secure your dogs stay. If payment is not received the booking will be cancelled.
16. We are open for collection and drop offs between 10am and 12pm on Christmas Eve and New Year's Eve. We are closed ALL DAY on Christmas Day, Boxing Day and New Year's Day and therefore animals cannot arrive or depart on these days.
17. We reserve the right to cancel a booking or refuse boarding if we feel there is a risk to our staff or other customers. Our staff will not tolerate abuse, and reserve the right to refuse service to customers.
18. If your dog has a pre-existing medical condition we reserve the right to request a statement of fitness letter from your vet.
19. By proceeding with your booking you are confirming you accept the above terms and conditions.