

Terms & Conditions

THE DOGS' HOUSE

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 that are not covered by kennel insurance.

Surcharges may apply on Public and Bank 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 Public Holidays.

Opening Times are strictly adhered to Delivery/Collection outside these times will incur an additional charge.

Dogs not collected on the agreed day will be charged an additional nightly rate.

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 - INSURANCE COVER

Owners must detail any previous or existing medical conditions. Pre-existing conditions will not be covered by the boarding insurance.

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; name, 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.

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.