

Booking Conditions

1) Booking/Deposit/Cancellation

Bookings can be taken by telephone, email or social media and will be confirmed via email. Booking Forms must be completed and returned for all new customers/pets. During peak periods (1st July to 30th September, Christmas and New Year) a deposit of 20% is required to secure your booking. Deposits are only refundable if notification of cancellation is received **no later** than 14 days before the commencement of your pets stay. Booking cancellations must be made in writing or via email. If you fail to cancel or appear on the check in date, you will be liable to the loss of your deposit and the full charge of your pets stay.

2) Fees and Payment

Full payment to be made on collection of your pet, in the event of early collection the full payment for your Pets(s) entire stay will be charged.

Payments may be made by Cash or Card. **We do not accept cheques.**

We reserve the right to revise our prices from time to time. All prices quoted will be at the rate prevailing at time of booking. All prices charged will be at the rate prevailing at the time of booking.

3) Collection

If your pet is not collected with full payment within 10 days of the departure date, without notification of delay, will be deemed to have been abandoned and will take the necessary steps to rehome or surrender to the local authority for rehoming. You will be liable for all outstanding costs and any additional costs.

It is your responsibility to check that your pet is in good condition on collection. We will not accept any claims for injury or illness that is not brought to our attention before you leave the premises. Once you have left our premises you will be deemed to have been satisfied with the service given, and with the health and condition of your animal, unless you have stated otherwise before departure. Please take two minutes to check your pet and avoid any problems later! We will be happy to address any concerns immediately.

4) Vaccinations

Your pet(s) can only be accepted if they have their full primary vaccinations and have up to date booster within the last 12 months for (*Dogs: Distemper, Hepatitis, Leptospirosis, Canine Parvovirus and Para influenza / Cats: Feline Influenza and Feline Infectious Enteritis*) a minimum of 14 days before boarding commences. Vaccination card or certificate must be provided on arrival and we reserve the right to make contact with your vet to verify the details.

Kennel cough is required to board your dog and must be administered a minimum of 7 days before arrival for the welfare of your dog and our other boarders. Failure to provide the required vaccination record for each pet will prevent them from being boarded and may result in your booking being cancelled but you will remain liable for the full booking charge. Owners are responsible for following a worm and flea treatment programme advised by their veterinary surgeon, if required, we may obtain and administer required medication if a dog shows signs of flea and/or worm infestation, at the owners' expense.

5) Vets

In an emergency or illness we will contact the owner or his/her nominated contact, the provision of veterinary treatment will be provided by our designated vet. Unless specified otherwise. By agreeing to board your pet with Brackenhill Kennels and Cattery, you are also authorising us to seek care in the best interest of your pet and authorise the veterinarian to undertake any treatment required, hospitalise, medicate, x-ray, call upon a second council of a veterinarian specialist, perform surgery, euthanasia or autopsy if necessary. All costs will be bourn by the customer and will be due for payment to the kennels on collection of your pet(s)

Owners undertake to declare any history of health problems that could reoccur while boarding and to draw attention to any traits or vices their dogs may have.

6) Medication

Medication will be administered per your request – excluding administering injections or performing invasive procedures. You must provide enough for the duration of your pets stay **and it must be clearly marked by the vet with a label stating your pets name and dosage details.**

7) Emergency Contact

All pets boarded must have a UK emergency contact name, address and phone number.

8) Your Pets Stay

Your pet will undergo a daily health check and welfare monitoring to ensure your pet(s) remains healthy and happy during their stay with us; if there are any concerns raised during these checks and monitoring procedures, you give consent for us to call in a veterinarian and/or take remedial action as required.

Whilst every care and attention is given to each pet boarded with us, we do not accept responsibility for injury due to your pets' behaviour during their stay.

Any current ongoing problems with your pets' health or temperament must be notified to us at the time of booking, we reserve the right to refuse any pet of unreliable temperament or unduly unwell.

9) Pet Sharing

Same species pets, owned by the same person are only permitted to share a kennel/pen, provided they are of an appropriate size to do so at the owners' risk. Brackenhill Kennels and Cattery accepts no liability for sharing pets in the event that they injure each other in the kennel, and we reserve the right to separate sharing animals as necessary for their health and welfare, in the event this happens the owner will be required to pay for the additional accommodation.

10) Diets

When you arrive at the Kennels / Cattery you will be asked about your pet's normal diet. Although we stock a small selection of pet foods, we cannot guarantee being able to match your pet's home diet. If you would prefer to provide your own pet food, we would request that you bring enough for the duration of your pet's stay. In the event that you do not bring your brand of food with you, or that we run out during the stay, we reserve the right to feed your pet an equivalent brand of wet or dry food.

11) Personal Belongings

We do not require any personal items such as leads, toys or bedding with the exception of a travel box for your cat. Any items brought should be clearly marked with your pet's name.

We will endeavour to return such personal items at the end of their stay but cannot be held responsible for damage or loss of these items.

We reserve the right to discard any items due to health safety and hygiene.

12) Aggressive / Dangerous dogs

No dogs registered under the Dangerous Dog Act will be accepted for boarding.

We do not encourage animals with aggressive or destructive temperaments. In cases where animals are left that prove to be aggressive towards our staff or destructive to our facilities, we will contact you to arrange their removal.