

TERMS AND CONDITIONS OF BOARDING

- 1 -** Your dog can only be accepted for boarding if it is in good health and you are able to produce a certificate of vaccination confirming your dogs' vaccinations are up to date. No dog can be accepted for boarding unless it has been vaccinated against distemper, hepatitis, leptospirosis, parvo virus, kennel cough vaccine. All vaccinations should be given at least 2 weeks prior to boarding as these are live viruses and we cannot accept your dog if less than the two week rule. Should the dog contract kennel cough whilst boarded, Pine lodge Kennels will not be held liable.
- 2 -** Whilst every possible care and attention is given to each dog boarded with us, it is boarded entirely at the owner's risk, as are dogs sharing accommodation. Should we feel the need to separate them in the interests of the dogs own safety, a relevant charge for extra accommodation will be levied.
- 3 -** Any current and ongoing problems with a dog's health or temperament must be notified to us at the time of booking. We reserve the right to refuse any dog that we consider to be of an unreliable temperament, or sick at the time of boarding.
- 4 -** Should it be necessary, at our discretion, for a vet to be called for any existing health conditions prior to boarding, all fees incurred are the responsibility of the owner. All dogs should have been wormed and flead recently. On arrival, should any dog require treatment for internal and external parasites (fleas, worms, etc) then a charge will be levied for this.
- 5 -** If your dog has a medical condition of any sort we must be notified at the time of booking. This also applies to any medications required. We cannot accept dogs that require injections. If we have not been notified of such a condition or course of medication Pine lodge Kennels do not accept any liability.
- 6 -** Pine Lodge Kennels are happy to accept bookings for unspayed bitches, however if you believe your dog is due into season during her board you must inform us at the time of booking. Also inform us of any unusual behaviour relating to her season.
- 7 -** Our insurance does not cover pre-existing conditions or fees and or death in connection with any condition that exist prior to boarding, or the cost of cremation.. Our insurance will only cover veterinary treatment for an illness that has occurred at Pine Lodge Kennels, this is at the insurers discretion.
- 8 -** We reserve the right to rehome dogs not collected within 14 days of the stated departure date if there is no communication from the owners or guardian and all efforts to contact the owner fail. The owner will be held responsible for all costs.
- 9 -** Any possessions left during the dogs stay will be at the risk of the owner. Also Any damages caused by your dog will be added to the bill upon collection.
- 10 -** Pine Lodge Kennels and any staff member will not be liable whatsoever arising from any injuries caused to my Dog/s during any participation in any activities or services offered
Etc :- Walks, Daily Exercise, Escaping, Play Activities, Buddy Time , Ball Games, Water Games, Jumping, Chewing Beds/Bedding/Toys

BOARDING AND PAYMENT

- 11 -** Pine Lodge Kennels will use all reasonable endeavours to feed as instructed by the owner. However alternative diets/brands may be fed if the dog is not eating its usual diet.
- 12 -** Boarding rates are charged on a daily basis including the day of arrival and departure and includes food (we supply Step Up naturals complete and grain free complete and also tinned meat variety. Bedding is supplied daily.
- 13 -** Full payment is required on arrival of the boarding period.
- 14 -** Boarding prices are reviewed annually and revised charges are effective from 1st January. Please check prior to booking for the following year.
- 15 -** 2 Full days minimum stays required.
- 16 -** £100 Deposit will be taken at the time of booking. Your booking is not confirmed until a deposit is received. This is required to secure any booking this is none refundable.
- 17 - Any Cancellation to the full boarding period within 30 working days of its commencement will require payment of the full boarding fees.**
- 18 -** Any date changes, amendments or cancellations to bookings will incur a £5 admin fee.
- 19 -** The full remaining balance will be due upon your dogs arrival. Payment can be made by all major credit and debit cards or cash. We do not accept cheques.

DROP OFF AND COLLECTION

- 20 - Arrivals and departures can only be accepted within the stated opening times.
- 21 - All dogs must arrive and depart on a lead including in the parking area.
- 22 - There will be no refund for collection of dogs earlier than the booked departure date.
- 23 - 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.

IDENTIFICATION

- 24 - As required by law, all dogs must wear a collar at all times with a tag stating the owners name and address.
- 25 - 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.

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 Pine Lodge Kennels.
- 27 - Pine Lodge requires an EMERGENCY contact number for a friend, relative or neighbour should the owner be out of contact. A contact number for a standby collector (if different) should also be provided should the owner be delayed, as we cannot guarantee to be able to board your dog for extra days.
- 28 - I understand that while every care will be given to my Pet(s), they are boarded at my own risk. I authorise you to call a veterinary surgeon on my behalf should you feel it is necessary. Pine Lodge Kennels will first endeavour to make contact with the contact person supplied.

Pine Lodge Kennels will not be liable for any illness or accident, Prior to or during your dogs boarding.

£100 Deposit is required to secure any booking -

Deposits are non refundable.

No show for your booking date will be charged the full amount of your stay if not given 30 days prior notice of the cancellation.

£10 per day surcharge on Christmas day, Boxing Day & New Years day.

Prices to include day of arrival and day of departure.

MEDICATION FREE

Payment must be made before the return of your dog, if no payment is made at this time any other costs incurred by us (i.e solicitors fees) to recover the monies owed will be passed on to you the customer on top of the original fees.

We reserve the right to vary these Terms and Conditions periodically on our website.

BOARDING YOUR DOG AT PINE LODGE KENNELS IS ACCEPTING OUR TERMS AND CONDITIONS.

