



Country Boarding for Cats and Dogs

Terms and Conditions of Boarding

ANIMALS

All animals are boarded at Country Boarding for Cats and Dogs at the owner's risk. No animal will be accepted unless proof of inoculation and (for dogs) Kennel Cough vaccination is provided prior to or upon arrival.

DEPOSITS AND CANCELLATION

When you make a booking request by e mail, in person or by telephone, your booking is not confirmed until we have received the agreed deposit. If this has not yet been transacted, please telephone us to make payment by credit or debit card or visit the premises during opening hours. Please note we do not accept cheques. The deposit is non-refundable unless we receive 30 days' notice of cancellation or amendment prior to the commencement of the booking. In the event of the cancellation of any booking without 30 days' advance notice; we will apply a cancellation fee of 50% of the full value of the cancelled booking. An administration fee of £10.00 will be charged to process the cancellation and make the refund. Cancellation of bookings which take place after 12.00 noon of the previous day of the check in date or in the event of No Show, the full amount of the booking will be chargeable.

PAYMENT

We will require full payment for the booking by card, cash or Direct Debit when you leave your animal with us. No reduction will be offered for early collection.

OPENING HOURS

Check-in between 13.00 to 16.00 - 7 days. (Earlier check-in is available by using our day care service.)
Check-out between 09.00 to 12.00 noon. (Check-out after 12.00 will incur an additional nights' fees.)

Closed Bank Holidays all day.

FOOD

We offer the following popular common brands of foods which is included in the quoted boarding fees. Please supply any additional food you may require for your pet in sufficient quantities. If you supply all your pet's food we will make a deduction at the quoted rate.

CATS WET: Whiskas Singles - various flavours. Felix Singles - various flavours.

CATS DRY: Whiskas Complete - Tuna & Chicken. GoCat Complete - Salmon. GoCat Complete - Tuna & Herring. IAMS - Chicken. Hills Adult - Chicken. Purina - Salmon.

DOGS WET: Butchers tin – Tripe. Butchers tin – Chicken/Ham/Rice. Winalot tin Classic – various flavours. Pedigree Chum Jelly – various flavours. Chappie Original. Cesar – Tender Chicken & Turkey. Pedigree Small Dog pouch – various flavours.

DOGS DRY: Bakers Complete – Chicken, Chappie Complete – Chicken, - Burns – Chicken, Burns – Lamb, Wagg – Chicken and Veg, Arden Grange – Lamb, IAMS Large Breed – Chicken, IAMS Small/Medium Breed – Chicken, Pedigree Mixer - Large Bite, Pedigree Mixer - Small Bite.

DATA PROTECTION

We retain essential client data for our business purposes only and do not share any clients' data with external organisations. You can request at any time by e mail or telephone that we remove personal data from our records.

Below is a copy of the Contract you will be asked to sign when you check in your animal.

CONTRACT

ILLNESS OR ACCIDENT

I understand that while every care will be given to my animal(s), they are boarded at my own risk. I authorise you to call a veterinary surgeon on my behalf should we feel it is necessary. Country Boarding for Cats and Dogs will first endeavour to make contact with the contact person supplied.

N.B. I will be liable for any related charges.

NON COLLECTION

Country Boarding for Cats and Dogs reserves the right to re-home any animal not collected within 15 days of the stated departure dates if no communication from the owner, or owner's agent, is received and if efforts to contact the owner fail.

VACCINATION

No animal will be accepted unless proof of an up to date vaccination is provided prior to or upon arrival. This is required by law. Country Boarding for Cats and Dogs also requires up to date Kennel Cough vaccination for dogs.

OPENING HOURS

Check-in between 13.00 to 16.00 - 7 days.

Check-out between 09.00 to 12.00 noon – 7 days.

Closed Bank Holidays all day.

LATE COLLECTION

Animals collected after 12.00 noon will incur an additional night's fee.

SOCIALISATION AND EXERCISE

I agree to my dog(s) being exercised under supervision with other compatible dogs within a secure area.

Initial here. _____(Optional)

Signed _____ Date _____