



### **Terms and Conditions**

- Whilst every care and precaution is taken during boarding, responsibility can only be accepted at the owner's risk.
- **BOOKING / PAYMENT TERMS** - All fees are payable on arrival or departure at Pleasant Cottage. We accept payments by Cash, Cheque or BACS transfer ONLY. A 20% of full boarding cost deposit will be required before your booking can be accepted during peak holiday times. This deposit is non-refundable and non-transferrable under any circumstances.
- Your dog(s)'s kennel will be available for use from 8:30am on your arrival date and until 6.00pm on your date of departure (12:30pm Sundays). Therefore we charge for the day in and out (any part of a day counts as a whole). All days booked must be paid for even if the owner wishes to drop off or pick up on different dates, unless given a minimum of 2 weeks' notice. Dogs can only be accepted or returned within business hours. Owners or anyone authorised must call the following day if unable to reach Pleasant Cottage by closing time on the day of departure, or, the next time of business, whichever is applicable. Opening and closing hours: Monday – Saturday 8:30am - 10:30am & 3:30pm - 6.00pm Sunday 8:30am – 12:30pm
- No owners will be permitted to take their dogs(s)/cat(s) into the kennels for insurance and health and safety purposes. This also helps reduce stress on the animals boarded. Whilst in our care, no animal will be allowed visitors, as this can upset them.
- **Inoculations / Vaccinations** To be accepted into the kennels, all dogs/cats must be fully inoculated against Distemper, Hepatitis, Parvovirus, Para Influenza, and Leptospirosis within the last twelve months and not less than two weeks prior to boarding. We do insist on vaccination for Kennel Cough (Canine Infectious Bronchitis). Please check your vaccination certificates and bring them with you when you check in your dog. Failure to show the necessary vaccinations will give Pleasant Cottage the right to refuse your animal.

Please note: Animal(s) showing signs of Canine Infectious Bronchitis (Kennel Cough) or any contagious disease will be turned away. It is also understood that even if your dog is vaccinated for Kennel Cough, there is a chance that your dog can still contract Kennel Cough. It is therefore agreed

that we (Pleasant Cottage Boarding Kennels) will not be held responsible if your dog contracts Kennel Cough whilst in our care.

- Temperament / Condition All animals must be fit, in good condition and of an even temperament when entering Pleasant Cottage. We reserve the right to turn away any animal which we feel is not suitable to be boarded.
- In an emergency or illness the Kennels will do their best to contact the owner or his/her nominated contact, the provision of veterinary treatment will be provided by our designated vet (Vets 1) unless specified otherwise. Owners undertake to declare any history of veterinary problems that could reoccur while boarding and to draw attention to any traits or vices their dogs may have.
- Vet bills are the responsibility of the owner but for conditions arising during boarding, they may be recoverable through the kennels insurance. This will be determined on a case by case basis. Pre-existing conditions are excluded. It is emphasised whilst every care and attention is given, the proprietors accept no responsibility for injury due to your animal's behaviour whilst boarded in the kennels.
- Belongings- Beds and toys are not required, they will be supplied. However we are happy for owners to provide their pets with home comforts. Please note, we accept no responsibility for loss or damage to customer belongings, ie. any type of bedding, toys, leads etc.
- It is stressed that all dogs must be on a lead at all times when owners bring them as we accept no responsibility for loss or injury. If customers insist on kennel staff releasing dogs in the car park, it is then the responsibility of the owner. Collars being worn by dogs must be secure so they cannot slip loose.
- Abandoned Animals - In the event of an animal not being collected within 14 days of the departure date, we will try to trace / communicate with the owner. The animal will then become the property of Pleasant Cottage Kennels and Cattery.
- The owner consents to Pleasant Cottage Boarding Kennels and cattery using their pet's photos taken by Pleasant Cottage staff, for use on the Pleasant Cottage website and social media groups for advertising purposes.

By booking and boarding at Pleasant Cottage you are agreeing to the terms and conditions above.