

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, bed, bedding, heating, and exercise. Each dog will be individually walked and/or played with by a member of staff. 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, worm or flea treatments. Surcharges apply on Public Holidays.

3 Feeding

Owners must bring a sufficient supply of their dog's own food for the entire stay. Please note food is not included or supplied by The Dogs' House.

4 Admission/collection/viewing times

Dogs can only be admitted/collected during the specified opening times ie:

Monday to Saturday: 10.00am to 11.00am & 4.00pm to 5.00pm

Sunday: 4.00pm to 5.00pm

No admissions, collections or viewing on Christmas Day. Opening Times are strictly adhered to, dogs must be dropped off/collected within these times without exception.

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

Owners must detail any previous or existing medical conditions. Veterinary treatment is available if required during boarding. Any resulting veterinary bills must be paid by the owner. Medications will be administered as required. A sufficient quantity of medication must be supplied by the owner and should be properly labelled stating name of pet; strength and dosage of medication; and name of prescribing Veterinary Surgeon. Any animal becoming ill after boarding must be seen by a Veterinary Surgeon within 72 hours of leaving The Dogs' House Boarding Kennels. The Dogs' House must also notified within 72 hours. It is recommended that all dogs are treated for worms and fleas before boarding. Any dog found to have worms or fleas during boarding will be treated and the owner charged accordingly. Owners must make full disclosure of any antisocial 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.



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