

Terms & Conditions – Kingswood Farm Kennels & Cattery

- By boarding your animals with us you are agreeing to our terms and conditions You will find all of our terms and conditions below or on our website for your review, which you can refer back to at any time.
- It must be clearly understood that animals are boarded purely at the owner's own risk.
- All animals must be fully inoculated and boosters must be up to date. Certificates of inoculations must be shown upon arrival.
- Grooming, bathing and transport are not included in boarding fees and are charged as an extra cost.
- Whilst in our care, dogs/cats will not be allowed visitors, as past experience has shown that this usually upsets the animal.
- Charges commence from the day of arrival until noon on the day of collection. Unless a pre-noon collection is guaranteed, your invoice will include a charge for the day of collection.
- Full payment on arrival or collection, credit/debit card or cash, we DO NOT except cheques. All dates booked will be charged and under no circumstances will refunds be given.
- Any extra charges will be payable in cash before the removal of the animal from the premises.
- Any clients with unpaid fees will have a total of 28 days from the departure to clear the balance. If payment is not received by the end of this period, we will pass your information to a debt collection agency.
- Animals left for fourteen days after departure date without communication will be considered abandoned.
- Dogs must be fitted with an identify disk attached to a non-slip collar.
- All belongings left with animals (i.e. leads, toys, rugs etc.) are left at owner's risk.
- All bookings made for Christmas, New Year and August Bank Holiday will incur a single supplement of £10.
- Dogs must be on a lead at all times upon arrival and departure. We accept no responsibility for loss or injury in the car parks. Dog collars must be secure and fitted with an identity disk. Customer's leads and check chains are not accepted in the kennels. Cats must arrive and depart in secure baskets/carriers. We accept no responsibility for loss or injury.
- Please note all of our new dog customers along with the dog they wish to board must visit the kennels/cattery before the first boarding date. Failure to make a visit may result in us NOT taking your dog. We will assess your dog to make sure we are happy to kennel them.
- After checking-in and paying the boarding fees, all animals will be taken by our kennel/cattery staff. No owners will then be allowed to put their dog/cat into their kennel/cattery pen, as this can cause unnecessary stress to your pet and also delays our staff.
- Any owner requiring that their dogs/cats share accommodation does so at their own risk.
- By agreeing to our Terms & conditions you have confirmed you are happy for us to use photographs of your pet for publicity.
- Any medicines will be given as per instructions to animals boarding with us, but it must be understood that we are NOT a Veterinary Kennels.
- It is emphasized that whilst every care and attention is given, the proprietors accept no responsibility for ill health or injury due to your cat's/dog's behaviour.
- Please note, dogs/cats showing signs of a contagious disease i.e. Ringworm, Fox Mange etc., will not be accepted for boarding.
- Whilst every care is taken, customers must be aware that due to dog's fouling/urinating in their kennels/runs, it is not possible to eliminate all odors on the dogs. However, we do offer a bathing service at an extra cost. Dogs which we feel are excessively dirty will be bathed at the discretion of our staff.
- Animals can only be accepted or released during our business hours. Owners must telephone if unable to reach kennels/cattery by closing time. Business hours can be found on our website, signs, business cards or call to confirm. During peak periods animals must be collected on the stated date, unless previously arranged.
- Failure to arrive on the date booked will result in the reservation being cancelled and the full boarding fee charged. Any bookings cancelled for our peak period will incur a £30 cancellation fee.
- In the event of illness, including kennel cough, or injury, your cat or dog will be taken to Heath and Reach Veterinary Surgery, and all charges incurred will be paid by the customer.
- No animals will be accepted into the kennels/cattery without an emergency contact name, telephone number and address.
- By boarding your pet with Kingswood Farm Kennels and Cattery you are agreeing to these terms and conditions.

I hereby agree to above terms and conditions Print Name: _____
Animals Name: _____ Signed: _____ Date: _____