



# **Greyhound Gap Boarding**

## **Terms & Conditions**



### **Vaccinations**

On your pet's arrival at the kennels we will require to see a current vaccination certificate. This must show a booster vaccination having taken place within the last 12 months and signed off by a qualified Veterinary Surgeon. The certificate must show the booster having been administered as part of a course of vaccinations. Dog vaccinations must safeguard against the following diseases: Distemper, Parvovirus, Hepatitis, Leptospirosis and Parainfluenza.

### **Kennel Cough Vaccinations**

All dogs must have a current Kennel Cough (Infectious Tracheobronchitis) vaccination. Your dog must have this at least 4 weeks prior to arrival at the kennels. This is NOT part of your annual booster vaccination. If you are in any doubt, Kennel Cough vaccines can be identified on your vaccination card / certificate as 'Intrac', 'Nobivac KC' or 'Bronchi-Shield'.

### **Notification of Medical Conditions**

If an animal has a pre-existing medical condition of any sort, we must be notified at the time of booking. If we have not been notified of such a condition, or course of medication, we reserve the right to refuse admission. If the dog is on any recent added medication or has recently diagnosed medical conditions, please notify the staff immediately upon arrival. Please note dogs with an illness of contagious nature cannot be accepted.

### **Flea Treatments**

All animals must be covered by a known flea treatment, such as 'Frontline', 'Stronghold' or 'Advantage' before they are boarded. These products have varying lengths of effectiveness. Animals that arrive with fleas will be administered such a product and charged accordingly.

### **Worming**

An effective wormer, such as 'Drontal' or 'Milbemax' must have been administered to any dog prior to boarding. This should be taken at least a week before coming into the kennels. Please check with your veterinary surgery on how long each product will protect your pet.

### **Minimum Age**

In normal circumstances we would operate a minimum age policy of 6 months.

### **Maximum Age**

We operate a maximum age policy of 14 for most breeds. This may be altered with discretion by prior arrangement.

### **Emergency Contact Numbers**

On your pet's arrival at the kennels you will be asked for an emergency contact telephone number. This may be a friend, relative or neighbour versed in your pets needs and happy to act in this position of authority.

## **Diets**

When you arrive at the kennels you will be asked what your pet is fed on. We feed Gain complete with a little Chappie tinned meat. If this is not a suitable diet for your pet please advise at time of booking and bring your pets own food along for the course of the stay.

## **Bedding**

We supply plastic hygienic raised kennels beds for your dogs, although we understand some dogs may prefer a low-level plastic dog bed. Please advise which you would prefer. Soft bedding is also provided.

## **Veterinary Insurance Cover**

Whilst every care and attention will be given to the dogs in our care all dogs are taken at Owner's risk. We highly recommend that dogs being left in boarding facilities are insured by the Owner.

In all cases of illness, veterinary fees and care, costs will be charged extra.

In the event of the animal developing an infectious disease you agree to authorise allowing us to move if necessary the dog to a more suitable nursing location.

**WE CANNOT ACCEPT LIABILITY FOR KENNEL COUGH**

## **Basis of Charging**

Our bookings are made by days rather than nights and will therefore include your drop off day and your collection day. Basis of charging is;

£12 per day - 1 dog single kennel  
£20 per day - 2 dog double kennel  
£27 per day - 3 dogs family kennel

If you have more than 3 dogs, please speak to us at time of booking to work out rates and best ways to kennel your family of dogs.

## **Drop Off and Collection Arrangements**

Normal drop of and collection times are between 10am and 4pm. Please note the gates close to the general public at 5pm promptly. No collections after this time can be made unless by prior arrangement, and if convenient to the staff on duty, an extra charge would apply.

## **Periods of Boarding**

If a pet is collected before the previously arranged date, we reserve the right to charge for the full period intended. The date entered on the 'Boarding Agreement' will prevail. This is because we can only take other bookings for periods that have not been booked by others. It will be highly likely that we would have turned away other prospective customers for the day/days in question.

## **Cancellation Charge**

We operate a cancellation policy up to 2 weeks before date of boarding intake free of charge. Cancellations made after this date will incur a 50% total charge as its highly likely that we would have turned away other prospective customers for the day/days in question. Bookings

cancelled with less than 7 days' notice will incur a 100% charge rate. Failure to pay the charge in full will result in refusal for future bookings.

We reserve the right to charge for the whole period originally booked in the event of late cancellation, non-attendance/arrival, or late changing of agreed booking dates. Failure to pay the charge in full will result in refusal for future bookings.

### **Destructive Temperaments**

All damages must be paid for.

### **Christmas & Boxing Day Supplements**

All customers will be charged a supplement for Christmas Day & Boxing Day. The supplement will be 1½ x standard fees for these days only. We are closed to the public on Christmas Day only.

### **Exercise Routine**

All of our dogs are exercised off the property in surrounding fields. Adverse weather conditions are always taken into consideration for safety reasons. Alternative exercise arrangements can be in our safe and secure paddock. Please stipulate your preferred method of exercise if you are happy for walking and paddock or whether just paddock or just walking.

### **Please Bring on Arrival;**

- Details of your veterinary surgeon
- Your vaccination card
- Dates of worming and de fleaing
- Emergency contact details
- Proof of insurance
- Any food that your dog requires
- Any medication that your dog requires plus dispensing instructions

### **Value Added Tax**

All prices quoted and charged include VAT at the current rate.