

Little Revel End Kennels & Cattery Terms & Conditions of Boarding 2012

Every care and attention is given to the animals boarding, but all animals are boarded at the owners risk and all belongings such as toys, beds, carriers, leads, etc., are left at the owners risk.

Animal Welfare – All animals boarding should be in good health. We are experienced and willing to administer medication for non infectious health problems provided full details are supplied prior to boarding if possible. We reserve the right to refuse to board animals who for any reason, would not be suited to a kennel environment.

Vaccination requirements – It is a condition of our licence that proof of vaccination must be shown for all dogs and cats accepted for boarding. Please check with your veterinary surgeon that your dog/cat is adequately covered and that he or she has had his annual booster. Kennel Cough vaccination is not compulsory although recommended and must be administered at least two weeks prior to boarding. Owners must be aware that Kennel Cough is normally picked up in dog walking areas such as parks. We take every possible precaution to guard against infections brought into the kennels with strict hygiene procedures but cannot be held responsible for them.

Feeding – We keep a stock of popular dog/cat food, but are happy for you to provide your own brand if you wish, however there will be no discount for this. We are sorry that we are unable to feed raw chicken pieces to any dogs boarding.

Insurance/illness – All animals boarding are covered by our own 5 star Pet Plan insurance at **no extra charge** which covers fees for veterinary attention, following an accident/injury/illness which occurs only as a direct result of boarding at Little Revel End. In the event of an injury/accident/illness, a Vet will be called, preferably the owners own vet and we will attempt to make contact with the owner or owners representative. The animal may then be moved to the Vet's surgery at the discretion of the Vet/Proprietor of the Kennels or her representative and/or treated as necessary.

School Holidays- Due to the high demand for kennels during school holidays minimum charges will apply.

Grooming – Your dog can be bathed/groomed/trimmed before he goes home. Please indicate on the booking form or telephone to pre arrange. If he is collected from the grooming salon by **12noon** there will be no charge for the final days boarding.

Bringing your Dog into Kennels - Check in is preferable before 4pm (or between 10am and 12noon Sundays). Customers are welcome to come through to the kennels/cattery with their animal up to 4pm if they would like to. All animals are provided with a clean plastic bed and vetbed but if owners wish to bring their own bedding/toys/possessions we have no objection.

Bookings, deposits, cancellations & amendments.

Bookings can be taken via email, over the telephone or in person. A booking form (which can be downloaded from our website or sent in the post) must be completed and returned with an accompanying deposit of £8 per day/per kennel for dogs and £5 per day/per cat pen for cats, within 10 days of the booking being made. Bookings of one or two days must be paid for in full at the time of booking. Acknowledgements will be sent via email or in the post if an SAE is enclosed with the booking form.

Cancellations requiring a refund of deposit (less 2% admin fee) must be received in writing six weeks before the commencement of boarding and must be accompanied by an SAE. After six weeks, deposits are non-refundable. If bookings are shortened less than six weeks before the commencement of boarding the days which are no longer required, will be charged for in full.

PLEASE NOTE THAT RATES REMAIN UNCHANGED FOR 2012

Rates for boarding are per day/night and are **SUBJECT TO VAT**

Small dog (short legged breeds)	£13.60
Medium dog	£14.40
Large dog	£15.20
Extra large dog	£16.00
Cat	£ 8.00
Small animal boarding	please ask at reception for prices.

Dog crèche (daycare between 8am – 5pm only) £10.00 Inclusive of VAT

Two or more dogs or cats from the same family may share accommodation.
Dogs will receive 10% reduction and cats 12%.

All dog and cat pens have individual **heaters** for which there is no extra charge.

Rates are charged from and including the day of arrival, irrespective of time, up to and including the day of departure unless collected before 10am **EXCEPT SUNDAYS** (This must be indicated on the booking form). Accounts must be settled in full before the animal is removed from the premises. Cash, cheques and most credit cards are accepted. Animals not collected 14 days after the due agreed date, will become the property of Little Revel End Kennels unless a prior arrangement has been made.

When making a booking, please inform us of any health issues, long term medication required, nervousness or aggression issues. We will endeavour to still board your animal, but may need to talk through any of these special issues or requirements. The welfare of your dog is our prime concern and we can only do our very best job if we are given all relevant details. All of the animals who come and stay with us are treated as if they were our own and given 100% care and individual attention and affection. (ie lots of cuddles and handling !)