



Ranworth Lodge Kennels

Luxury Boarding

Terms and Conditions

(These apply regardless if your dog/s are staying to board or day care)

ON ARRIVAL

Please ensure your dog/s arrive in a safe manner, and are left in your vehicle (Temperature permitting) until fully booked in with us at reception. They remain your responsibility until a member of staff from **Ranworth Lodge kennels** have taken them from you.

No dog will be accepted unless proof of upto date inoculations have been proven prior or on arrival, this also includes for kennel cough which needs to have been administered at least 1 week before arrival. Please note that prior treatment for Canine infectious tracheobronchitis (Kennel cough) does not give 100% protection against kennel cough and although the upmost care is taken to prevent/control that disease, we can not be held responsible should your dog catch kennel cough. Any dog arriving without proof of yearly inoculations including for kennel cough will be refused to stay with us.

CHECK IN AND CHECK OUT TIMES

Monday to Saturday 8.30am til 12.00 noon then 2.00pm til 6.00pm.

Sunday's and Bank Holidays 9.00am til 11.00am then 3.00pm til 5.00pm.

Outside these times by prior agreement only. Please note that although we are open to board 365 days of the year, no check in or out can be done on Christmas Day/ Boxing Day/ New year day.

PAYMENT

We will require for your first time board or day care a 50% up front payment by Bacs. (No card payments arrangement is available at present) balance of payment prior to collection, or on day of collection if cash. **Please note:** Prices are reviewed annually each April and are subject to change immediately, however if you have paid in full prior to that we will out of courtesy honour the price at time of booking.

CANCELLATION

In the unlikely event as you have to cancel the booking for boarding, unless a 14 day notice is given then we have the right to charge 50% of the entire booking at our discretion.

WALKING & ENRICHMENT TIME

All dogs will be walked at least twice daily and as requested by yourselves on the booking in form, either solo or in small groups that we feel are suitable and appropriate. (Please provide collar or harness). They may be allowed off lead walks/play in the secure paddock, but walks outside that area will be on lead. Walks may be cut short by our personal judgement if we experience extreme weather conditions of storm or heat. Enrichment/play time within our indoor play area again can be solo or with suitable friends with your permission if given on the booking in form. Both inside and outside walks and play are always with our supervision.

BASKETS/ BEDDING/TOYS/LEADS

All are supplied by ourselves. All food (supplied by yourself) is given as per the recommended amounts or as your notification on your booking in form. All bedding and toys are supplied but should you wish to supply bedding to help them settle in then feel free to do so, although we can not be held responsible for any damaged or missing whilst with us but we assure you our upmost care will be given. Please bring Collar or harness.

VETERINARY PROCEDURE

Although the upmost care is given to your dogs whilst in our care, they are boarding/day caring at **Ranworth Lodge Kennels** at the owners risk and should the need arise for veterinary care then we will endeavour to utilise your preferred veterinary practise where practical, but should that not be possible then we would ask our 24 hr on call vets to assist, all costs to either these situations are at the owners cost.

Our upmost priority will be to the care of your dogs and should we ourselves have to pay upfront for your dogs care in your absence at our discretion, then we request re-embursment immediately upon your return. Any dog found to require flea/worm/ parasite treatment will be administered and charged at cost only for the medication. Any medications that your dog regularly requires will be administered by ourselves free of charge providing you have supplied it upon arrival in clearly marked packaging with full instructions.

UNCOLLECTED DOGS

Ranworth Lodge Kennels reserve the right to organise re-homing of any dogs that are not collected within 14 days of the agreed departure date, we would however do our upmost to contact the owners or emergency contact prior to this action being taken so as to understand the reasoning behind this none collection. The owners will remain responsible for all boarding costs and re-homing costs until the dog/s leave our premises.

PRIVACY POLICY

We **Ranworth Lodge Kennels** have to retain certain information that you have supplied on your booking in form to comply with the Animal Welfare Act and to enable us to liaise with the local authority inspectors and veterinary practises to assist in the care of your dogs. We do not share this information with any other parties or external organisations.