**Pawprints Pet Boarding **

**Terms & Conditions**

**1. Bookings**

We do not require payment or deposits until your pet’s departure but we do require to have a complete set of details as requested and proof of current vaccination before you pet is accepted onto our premises.

The email from Pawprints represents a contract, please carefully check the dates and make sure you have taken into account flight departure times and travel time.

You may be charged the full duration of the booking if you arrive early & wish to take your pet.

If you arrive later than the date you have stipulated to collect your pets without due notice or reasonable excuse then you may be charged a late departure fee which will be an additional £10 / day for dogs and £5 / day in addition to the normal boarding fee.

All charges must be paid before your pet departs from our premises.

Our rates are charged per part calendar day, the last day’s fee applies up to 5pm.

**2. Opening hours**

Arrivals & departure are STRICTLY between 8am – 12 noon and 1pm to 5pm, 7 days a week.

Pawprints is closed for arrivals & departures 24, 25, 26 & 31 December and 1st January

**3. Arrivals / Departures**

Your pets accommodation will be available for use from 8.00 am on your arrival date and until 5.00 pm on your date of departure. We prefer dogs to be brought in as early as possible to help them settle and experience a full day with the staff, particularly for our first-time boarders.

Having checked in at reception pets will be taken from the customer by the kennel staff. No owners will be permitted to take their dogs(s) into the kennels for insurance and health and safety purposes. This also helps reduce stress on the animals boarded.

It is stressed that all dogs MUST be on a lead at all times when owners bring them and collect them. Also dogs MUST be kept in the customer’s car until met by a member of staff as we accept no responsibility for loss or injury. If customers insist on kennel staff releasing dogs in the forecourt during collection, it is then the responsibility of the owner. Collars being worn by dogs must be secure so they cannot slip loose. Customer’s leads and check chains are not accepted into the kennels.

**4. Vaccinations**

To board in our establishment all pets must have been vaccinated and be fully up to date with their vaccinations. This means they MUST have their booster vaccination carried out within the required date, usually every 12 months although some vaccinations are valid for up to three years, please check your vaccination card and if in doubt check with your veterinary surgery.

Primary vaccination courses must be completed at least 2 weeks prior to Arrival.

For dogs this is to protect them against the following;

Canine Parvovirus

Canine Distemper

Infectious canine hepatitis (Adenovirus)

Leptospirosis

Canine Para influenza

We do not insist dogs are vaccinated against kennel cough (Canine Infectious Bronchitis)but if you choose to do so this should be carried out a minimum of 3 weeks before their arrival date.

Cats must have been vaccinated and up to date with annual boosters to protect them against;

Cat Flu (feline calicivirus and feline herpesvirus)

Feline infectious enteritis (feline panleukopenia virus)

Feline Leukaemia virus

All vaccination certificates unless previously loaded onto your online account must be shown and copied on arrival. You can also email your vaccination certificates to us prior to boarding or upload them onto our booking system once you have an account set up.

**5. Medical & behavioural**

Medication will given as prescribed / directed. Please leave in labelled packets with written instructions.

Please ensure historic medical issues & anything current is noted on our booking system or is communicated to Pawprints prior to arrival.

Any pre-existing medical conditions which reveal themselves on our premises and require veterinary treatment will be chargeable to the owner.

**6. Feed**

We supply a standard range but not high end (AG, RC, JWB) or prescription. If your pet is on a high end or specific diet then please either supply a sufficient amount for their stay or else a close equivalent will be fed. Feel free to discuss this with us.

**7. No Show**

A No-Show is the term used for a booking where you have failed to present your pet / pets for boarding within 48 hours of the first day of your booking.

In this instance the owner agrees that the booking may be cancelled.

The owner further agrees to be liable in full for all boarding fees and agree to pay on receipt of invoice.

**8.  Late Cancellation Charge**

Should you decide to cancel a booking, you must give Pawprints Pet Boarding a minimum of 7 days notice prior to the expected arrival date. Any bookings cancelled after this time will incur a fee equivalent to 50% of the total cost of boarding. Cancellations made within 48 hours of the expected arrival date will be charged at the full amount.

**9. Abandoned Animals**

If an animal is not collected within 15 days of its departure date and no communication from the owner or their agent has been received and our efforts to contact the owner have failed, Pawprints Pet Boarding reserve the right to treat such animals as having been abandoned and will take steps to rehome it. The animal’s owner will be liable for any additional expenses incurred.

**10. Limit of Liability**

The best possible care will be taken of your animal whilst it is staying with us. All reasonable care will be exercised to protect the health and safety of your pet, however boarding is at your own risk. In particular, any veterinary costs incurred during the boarding period must be met by you. By accepting our terms and conditions of boarding, you absolve Pawprints Pet Boarding, in the absence of gross negligence, of all liability for illness, injury or death of your animal.

Owners may bring their pets soft bedding, toys etc. however, we accept no responsibility for loss or damage to customer belongings, ie. any type of bedding, toys etc as a result of the dog’s actions. The kennels are cleaned daily and small toys etc could be easily lost. Therefore we please ask you do not bring anything precious or anything you would not want to lose. We cannot guarantee bedding will be returned in the same condition it was brought in. Any destroyed or soiled bedding will be disposed of. It is the owner’s responsibility to notify any persons prior to collecting any animals on their behalf of this condition.

**11. Dangerous Dogs Act – Control orders & CDO**

If staff at Pawprints Pet Boarding have assessed a risk of injury from a pet accommodated with us then the animal may only be exercised within the kennels perimeter.

Please tell us if your dog has a control order or contingent destruction order. Normally this will not cause an issue but we do not want to break the law.

**12. GDPR - Personal Data**

When you make a booking with Pawprints Pet Boarding, you are entering into a contract with us. In order to properly perform our side of the contract we need to record details relating to you and your pet(s). We will take reasonable care of your personal data and only process it fairly and lawfully under the terms of the GDPR (General Data Protection Regulations).

**13. Photography and Filming**

Unless you instruct us otherwise, we may photograph and/or film your pets whilst they are with us. We may use such material as part of our marketing, both online and elsewhere. We will not use your name or that of your pet nor post pictures while they are resident with us. These images will remain the property of Pawprints Pet Boarding, but if you think our photography is good enough you may request a copy.