

Terms and Conditions

Terms and Conditions for Kiwi's Pawsome Place Dog Boarding Services

1. Acceptance of Terms

By using our dog boarding services, you agree to comply with and be bound by the following terms and conditions. Please review them carefully.

2. Reservation, Payment, and Cancellation

A reservation is required for all dog boarding services.

Payment is due at the time of booking.

Bookings are not confirmed until the booking is confirmed in writing by us and full payment is received.

Cancellations must be made in writing and confirmed by us.

Cancellations made more than 72 hours before the scheduled boarding start date will receive a full refund.

Cancellations made within 72 hours of the scheduled boarding start date, but more than 24 hours, will be subject to a cancellation fee of 50% of the entire stay amount.

Cancellations made within 24 hours of the scheduled boarding start date will not receive any refund.

We may have to cancel due to unavoidable circumstances, in which case we will provide a full refund and try to suggest alternative accommodation.

3. Health and Vaccinations

All dogs must be up to date on vaccinations, including rabies, distemper, and Bordetella (kennel cough).

Owners must provide proof of vaccinations prior to boarding. Due to use of live vaccine, Kennel Cough vaccination must be at least two weeks old.

Dogs must be free of parasites, including fleas and ticks.

4. Suitability

Dogs must be non-aggressive and socialised with other dogs.

We reserve the right to refuse service to any dog that exhibits aggressive behaviour.

We do not accept immature dogs under 1 year old.

5. Crates

We do not normally use crates, but in some circumstances we may use within recognised guidelines. Consent is required as part of the onboarding process.

6. Personal Belongings

Owners may bring personal items such as bedding and toys for their dogs.

Any personal belongings are left at the owner's risk. We will take care of them on a best efforts basis but will not be responsible for any loss or damage.

7. Liability

We will take all reasonable precautions to ensure the safety and wellbeing of your dog.

However, unless we have acted negligently, we are not liable for any injuries, illnesses, or accidents that may occur during the boarding period.

8. Emergency Care

In the event of a medical emergency, we will seek veterinary care for your dog.

We will use our own arranged vet:

Vets for Pets, Burgess Hill

By using our service you agree that your dog may be cared for by our own arranged vet.

On your written request, we will try to use your own vet as a first preference, but this will be on a best efforts basis, in particular given the nature of these situations.

Owners are responsible for any veterinary costs incurred during the boarding period.

9. Pick-Up and Drop-Off

Dogs must be dropped off at pre-agreed timings. In the event of a missed drop off we will try to provide a new drop off time but it will be subject to our other commitments.

Late pick-ups may be subject to additional fees.

Dogs must be dropped off with a complete Dog Drop Off Form.

Dogs must be dropped off with an appropriate restraint such as a collar or harness.

10. Contact Information

Please provide accurate and up to date contact information in case we need to reach you during your dog's stay with us.