

## TERMS & CONDITIONS

**We look forward to welcoming you to Leander International Kennels Ltd. Please read these terms and conditions of booking carefully. By booking with us for any service, you are agreeing to all the terms and conditions as set out in this document.**

### **Services and Payment**

To use our services we require you to complete a registration form in order to add you to our digital booking system. No bookings can be made without prior registration.

When you book a service with us, the contract commences at the time of booking and not the date of payment.

Boarding fees are inclusive of VAT, food and insurance. There is a 25% reduction in fees applied to one dog when a booking is for more than one dog owned by the same customer sharing a kennel. Bathing fees are inclusive of VAT and insurance. We use our own products for bathing unless you advise us otherwise and provide alternative products. There is no reduction in cost for providing your own bathing products.

Payment for all services is required with booking. When you make a request to book you will be sent an email with a payment link. Your booking is only confirmed with us once full payment is received. We will be notified by our payment provider when your payment is made and then your booking is guaranteed. Should payment not be made promptly or before the payment link expires we reserve the right to cancel the booking without further notice.

### **Cancellations and Refunds**

For boarding services, upon booking, the total payment for the services will be due in full. However, a percentage of this payment, specifically 50% of the total amount, will be retained as a non-refundable deposit. This deposit is required to secure your booking and covers administrative and reservation costs incurred by Leander International Kennels Ltd.

If services are booked in person, you will not have the right to a refund. If this contract is concluded remotely e.g. online or by phone, you have the right to cancel this contract within 14 days of booking, subject to the exceptions in the Consumer Contracts Regulations. However, if this booking is to begin within the 14-day cooling-off period, you must expressly agree to waive your cancellation rights. By agreeing to this booking, you acknowledge that services will begin prior to the end of the cooling-off period, and as a result, you forfeit your right to cancel once the service has commenced, as set out in the Consumer Contracts Regulations.

In the event of a cancellation, the non-refundable deposit will not be refunded under any circumstances, regardless of when the cancellation occurs. Any additional fees or charges related to the cancellation may be assessed based on the timing of the cancellation and the terms of service.

Refunds will not be offered where we are unable to accept your dog for boarding in the following instances:

- We have not been provided with up-to-date vaccination information prior to boarding.
- 14 days or less has elapsed since your dog or any dog in your household has received the kennel cough vaccine.
- You have failed to disclose medical or behavioural information that affects your dog's suitability for boarding.
- Where your dog is found to be infected with fleas or worms and/or any other parasitic or infectious/contagious condition and has to be sent home.

A kennel is allocated to your dog(s) for the period of the booking; therefore, refunds will not be given for late arrivals or early collections. It is not our policy to allow booked dates or payments to be moved or transferred. Any reduction in days booked is classed as a cancellation and is therefore subject to our cancellation and refund policies.

### **Inoculation Certification and Admissions**

Your dog cannot be accepted for boarding unless you have provided us with their up-to-date vaccination card or vet record showing that your dog has been inoculated against distemper, hepatitis, parvovirus (DHP) and leptospirosis within the last 3 years (DHP)/1 year (leptospirosis) respectively. This card or record must be shown to us in advance of check-in by emailing us a copy for our records. Primary vaccination courses, including those given when a course has lapsed due to boosters not being continuous, must be completed at least 2 weeks before acceptance into boarding. It is not a condition of boarding that your dog is inoculated against kennel cough but if this vaccine is given, we cannot accept your dog into our premises until more than 14 days after the vaccine has been administered as it is a live vaccine.

All dogs booked in with us must be flea and worm free and we require details of the treatments used and frequency of treatments to uphold this. We reserve the right to refuse admission to or send home any dog found to have fleas or

worms for the health and welfare of all the dogs on our premises.

You MUST inform us of anything that may be relevant to your pet's period of boarding or bathing booking PRIOR to arrival. This will include, but is not exclusive to, any illness or disease, allergy, infirmity due to old age, uncertain temperament or behaviour, or any ailments your dog is prone to. No dog will be accepted for boarding if he/she requires injections as part of his/her medical care. No dog will be accepted for boarding unless he/she is able to walk unaided into his/her outdoor run as necessary. We reserve the right to refuse admission if staff are concerned about the age, health or behaviour of the animal concerned either before or on admission. We may seek veterinary advice regarding your pet in order to verify that the animal is fit enough and suitable to be boarded, or to verify your dog's vaccination history.

All dogs must be on lead and under control when arriving at and departing our premises. Customers must be mindful of other dogs who may be present and always give space. If your dog is reactive in any way, we may ask you to wait outside.

Leander International Kennels Ltd reserves the right to refuse admission in the event that undisclosed circumstances may compromise the care of other animals and/or the safety of our staff.

By booking a bathing service you understand and agree that with all grooming procedures there is an element of risk involved and a risk assessment will be carried out to reduce any risk as far as possible. Leander International Kennels Ltd will not be held liable or responsible for irritation, abrasion, patchiness or hair loss due to any pre-existing skin conditions or as a result of the process of bathing, brushing, or drying.

You must provide, prior to boarding, the name of a local contact ("emergency contact") whom in the event of an emergency can be contacted in your absence, and that can and will assume responsibility for any decisions and care your pet may need in the event that they fall ill whilst within our care, or due to an emergency, and/or collect the dog from our kennels or a veterinary practice on your behalf. Dogs will not be accepted into boarding without provision of such a contact name and number. It is your responsibility to advise us immediately if this contact changes. It is your responsibility to ensure that your emergency contact will be available to assume responsibility for your dog(s) in the event of any emergency that may occur.

Your dog(s) must be microchipped when boarding with us. This is a legal requirement and responsibility of all dog owners. The microchip number must be provided to us prior to boarding.

#### **Admission & Collection/Opening Times**

Boarding dogs can be admitted or collected from the kennels during the following times:

Monday to Saturday: 10:30 am to 4:30 pm.

Sunday (Collections only): 12:00 pm to 2:00 pm.

We are unable to accept dogs to be admitted or collected outside of the times above. We do not accept admissions on Sundays, and we are closed for admissions and collections on Bank Holidays. It is our policy not to allow owners to accompany their dog to/from its kennel on admission or collection except at our discretion due to extenuating circumstances. Late collections may be refused and subject to an additional daily boarding fee and we reserve the right to board your dog until the following day accordingly.

#### **Parking and Accessibility**

We provide free car parking for drop off and collection of your pet; please park considerately. All pets must be on lead and under control in our car park area. Customers are not permitted to use our car park for any other purpose. We will not be held responsible for any damage incurred to vehicles, persons or personal property whilst on our premises and in the car park area.

#### **Illness & Insurance**

Whilst every care is taken, all dogs staying on the premises at Leander International Kennels Ltd are left at their owner's own risk. In the case of injury or illness where we feel veterinary treatment is necessary, vet costs are incurred by the owner unless the cause is directly attributable to the kennels and is within our control. In cases where we are liable for the injury or illness our insurance covers the first £1500.00 of treatment. Owners are responsible for any further costs. XL Bully dogs and any dog that has been boarded with us for over 31 days are excluded under our insurance policy and therefore will not be covered under the policy for veterinary fees up to £1500.00. Pre-existing conditions or those arising from whelping will always remain the responsibility of the owner. We will endeavour to take your dog to their own vet, however, where we feel that treatment is required quickly or out of hours treatment is required, we will take them to our own trusted veterinary surgery. Leander International Kennels Ltd will charge a £30.00 administration fee for arranging this service.

#### **Dog Food**

Please note 'Arden Grange' food will be fed to your dog during their boarding stay, unless otherwise advised. Please provide alternative food if you wish and advise accordingly when booking. It is your responsibility to advise us of any food allergies or intolerances your pet may have. We may give your dog treats when boarding; please

advise us if you do not wish them to be fed treats for any reason.

### **XL Bully Rules**

Government rules are in force regarding dogs classed as a dangerous breed. We will not discriminate based on breed and will continue to assess every dog's suitability for boarding and grooming on an individual basis. You must hold a Certificate of Exemption and Third Party Public Liability Insurance as required by the new rules and provide a copy of the certificate and details of your policy for our records before boarding. XL Bully dogs are not covered under our vet fees insurance policy and owners will be responsible for all costs. Your dog must be muzzled at the gate on arrival, and we will keep hold of their muzzle to muzzle again when you come to collect. Your XL Bully can be muzzle free throughout their stay unless behavioural issues deem a muzzle to be necessary.

### **Dogs left at Leander International Kennels Ltd.**

If pets are not collected within 14 days of the agreed collection date, and Leander International Kennels Ltd has made multiple attempts to contact the owner using the details provided at the time of booking, we reserve the right to make alternative arrangements for the care of the pet. This may include transferring ownership of the pet to a reputable animal welfare organisation or rehoming the pet. Written notice of this intention will be sent to the owner's last known address, allowing an additional 7 days for response. Any costs incurred during this period, including additional boarding fees, must be settled by the owner prior to reclaiming the pet.

### **Items & Property**

Items brought in with the dog(s) are left entirely at the owner's risk. Leads, collars, and harnesses will be removed from your pet on arrival and stored safely, unless we deem there to be extenuating circumstances. Rawhide and unsuitable/damaged toys and bedding will be removed to prevent injury. We will endeavour to wash all soiled bedding brought in with your dog(s) before collection. Leander International Kennels Ltd will not be held responsible for any damage to belongings left. Any damage to our property caused by a dog in our care will be chargeable to the owner.

### **Exercise**

During their stay with us, we will endeavour to give your dog(s) 20 minutes of exercise twice per day in our designated exercise areas onsite. Dogs are exercised individually or, if they are from the same household, can be exercised together. Should you not wish your dog to be taken for exercise and to remain in its kennel/run whilst staying with us, for medical or other reasons, please notify us and we will provide a disclaimer to be signed for this request. If we have concerns about behavioural issues that we deem to be a risk to our staff, for instance unpredictable and/or aggressive behaviour, we may not be able to exercise your dog during its period of boarding and will inform you of this.

### **Filming & Photography**

Leander International Kennels Ltd is situated entirely on private property and strictly no filming or photography is permitted on the premises.

### **Marketing & Consent**

We sometimes use images of dogs in our care on our social media sites and website. If you are not happy for us to use images of your dog(s), please let us know at the point of booking.

### **Zero Tolerance Policy**

At our premises we operate a zero tolerance policy. Racism, sexual harassment, bigotry, misogyny, LGBT-phobia, swearing, verbal abuse, threats, or any acts of violence will not be tolerated. Anyone failing to comply with this policy to our staff or other visitors either in person or by phone will be asked to leave our premises or the call will be terminated and you may be reported. Everyone has the right to be treated with respect and dignity – thank you.

We may modify these terms at any time. In the interests of fairness to all our customers our policies will be upheld on all occasions.