

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.

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. Grooming fees are inclusive of VAT and insurance.

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 bookings, a refund of 50% of the booking fee will be payable if the booking is cancelled up to 14 days before the check-in date and any cancellations after this time will not be refunded. 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. Refunds will not be given if we are unable to accept your dog for boarding due to the absence of up-to-date valid vaccination information, or if your dog is found to be infected with fleas or worms and has to be sent home.

For grooming bookings, a credit for the full amount paid will be applied to your account with us if the appointment is cancelled up to 48 hours before the date of the appointment and any cancellations after this time will not be credited. No refunds will be made for grooming bookings. Should you arrive late for your grooming booking we reserve the right to cancel your appointment and no refund will be due. All dogs must be collected after grooming within 15 minutes of the pre-advised collection time and any late collections will be subject to an additional charge of £10.00 per 30 minutes thereafter which must be paid for in full before any future bookings can be made.

Inoculation Certification and Admissions

Your dog cannot be accepted for boarding or grooming unless you have provided us with their up-to-date vaccination card or record showing that your dog has been inoculated against distemper, parvovirus, hepatitis and leptospirosis within the last 3 years/1 year respectively. This card must be shown to us in advance of check-in by emailing us a copy for our records. It is not a condition of boarding or grooming that your dog is inoculated against kennel cough but if this vaccine is given, we cannot accept your dog into our premises until at least 14 days after the vaccine is administered as it is a live vaccine.

All dogs booked in with us for any service 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 grooming appointment 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.

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.

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 grooming, de-matting, thinning, stripping or clipping. By booking with us for any grooming service you understand and agree that with all grooming procedures

LEANDER INTERNATIONAL KENNELS LIMITED

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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 adheres to the Animal Welfare Act 2006 and the five welfare needs as set out by the RSPCA; as such we do not de-tangle the fur of any dog that shows signs of being in distress from the process and if your dog is in a matted state, it is much kinder and safer to clip the coat off and start again. By booking any grooming service you agree to us clipping the coat off in cases of matting if this is in the best interests of the welfare of the dog.

You must provide 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, and/or collect the dog from our kennels on your behalf. Dogs will not be accepted into boarding without provision of such a contact name and number.

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 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.

We are open for grooming during the following times:

For dogs in our care a bath, brush & blow dry service is available 7 days a week (we bath your dog the day before check-out).

Monday, Wednesday, and Friday: 9:30 am to 3:30 pm (bath, brush & blow dry, full groom, and hand stripping services for all customers).

Tuesday, Thursday and Saturday: 10:30 am to 4:30 pm (bath, brush & blow dry service for groom room customers).

We are unable to accept dogs for grooming outside of the times above. Please see ‘Cancellations and Refunds’ in our terms for our policies on lateness.

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. 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. Please note that any dog that has been boarded with us for over 31 days is excluded under our insurance policy and therefore will not be covered under the policy for veterinary fees up to £1500.00.

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. We may give your dog treats when boarding or grooming; please advise us if you do not wish them to be fed treats for any reason.

Dogs left at Leander International Kennels Ltd.

Should any dog(s) be left at our premises for more than 7 days after the stipulated collection date, the ownership of the animal(s) will be passed in full to Leander International Kennels Ltd. Leander International Kennels Ltd will contact you to recover the costs of your dogs extended stay.

Items & Property

Items brought in with the dog(s) are left entirely at the owner’s risk. Leads and collars will be removed from your pet on arrival and stored safely. 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.

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.

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 or grooming. Your dog must be muzzled at the gate on arrival, and we will keep hold of it 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.

In the interests of fairness to all our customers our policies will be upheld on all occasions.