

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

- Boarding fees for dogs per day are inclusive of VAT, food and insurance;
 - Small - £17.95
 - Medium - £19.50
 - Large - £21.50
 - Giant - £22.95

These prices are effective for new bookings occurring from 1st January 2023. Any bookings due to occur prior to this date will be at the previous rates. There is a 10% reduction in fees applied to the smallest/lowest cost dog when a booking is for more than one dog from the same family sharing a kennel. Leander International Kennels Ltd staff determine the boarding price band of the dog.

- Payment for all services is required with booking. Your booking is confirmed with us once full payment is received. Should payment not be made within 5 days of each booking email being sent to you from our booking system, we reserve the right to cancel the booking. A refund of 50% of the booking fee will be payable if the booking is cancelled within 14 days of the check-in date and any cancellations after this time will be charged in full. In the interest of fairness to all customers our policy will be upheld on all occasions.
- 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.
- Whilst your dog(s) stay with us, we will endeavour to give them 20 minutes of exercise 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.
- Wherever possible we would always like to return your dog(s) to you in clean condition, and therefore we recommend a Bath & Brush is booked when the booking is for 5 days or more.

Bathing is done on the day before check-out, and includes a thorough brush and skin check, shampooing treatment with a choice of "Groomers" products to suit your dog, a blast dry, and a finishing spritz of doggy deodorizer to keep your dog smelling clean and fresh.

- Bath & Brush fees per dog;
 - Short/smooth haired breeds - £19.95
 - Medium to long haired breeds - £25.00
 - Double coat/wire haired breeds - £29.95
- The above are guide prices and we may ask you to provide a photograph of your dog when booking to able to confirm our price. *These prices are effective from 1st October 2022.*

Inoculation certification and admissions

- **Your dog cannot be accepted into our boarding kennels unless you have provided us with your dog's up-to-date vaccination card 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 to the kennels by emailing us a copy for our records. In some instances, we may accept a hard copy on arrival but please check with us when booking.**
- **You MUST inform us of anything that may be relevant to your pet's period of boarding PRIOR to arrival. This will include, but is not exclusive to, any illness or disease, allergy, infirmity due to old age, uncertain temperament, or any ailments your dog is prone to.**
- **No dog will be accepted if he/she requires injections as part of his/her medical care.**
- **No dog will be accepted 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**

LEANDER INTERNATIONAL KENNELS LIMITED

ARDEN GRANGE, LONDON ROAD, ALBOURNE, WEST SUSSEX BN6 9BJ U.K. TEL: +44 (0) 1273 832416/836301

Web: www.leanderkennels.com Email: kennels@leanderkennels.com

REGISTERED OFFICE: ARDEN GRANGE, LONDON ROAD, ALBOURNE, WEST SUSSEX BN6 9BJ

REGISTERED IN ENGLAND NO. 01609446 VAT Number: GB 587423019

circumstances may compromise the care of other animals and/or the safety of our staff.

- You must provide the name of a local contact (“emergency contact”) that 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. Dogs will not be accepted into boarding without provision of such a contact name.
- Whilst every care is taken, all dogs staying on the premises at Leander International Kennels are left at their owner’s own risk. We will only give the dog(s) any toys that the owner has provided, as these can be a risk to the dog staying in a kennel.
- Your dog(s) must be microchipped when boarding with us. This is a **legal requirement** and responsibility of all dog owners.

Admission and collection times

- Dogs can be admitted or collected from the kennels during the following times:
Monday to Friday **10:30 am – 1:00 pm** & **2:00 pm – 4:30 pm**
Saturday **10:30 am – 1:00 pm** & **2:00 pm – 4:30 pm**
- We are unable to accept dogs to be admitted or collected outside of the times above, including Sundays and Bank Holidays.

Illness

- In the event of your dog being taken ill, a veterinary surgeon will be called to administer any treatment necessary. Leander International Kennels Ltd will charge a £15.00 administration fee for arranging this service. Veterinary fees incurred up to £1500.00 will be covered by our insurance policy, with the exception of pre-existing conditions which will remain the responsibility of the owner. Any fees over that amount will also be the responsibility of the owner. This policy does not cover pre-existing conditions or those arising from whelping. 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 stay, unless otherwise advised. Please provide alternative food if you wish and advise accordingly when booking.

Dogs left at Leander International Kennels

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

Items

- Items left with the dog(s) are 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 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 will not be held responsible for any damage to items.

Marketing & Consent

- We sometimes use images of dogs boarding with us on our social media sites such as Facebook, Instagram, and our website. If you are not happy for us to use images of your dog(s), please let us know at point of booking.

Thank You For Booking With Us.