Furry Tails

Kennels & Cattery

**Terms & Conditions**

**Fees and Deposits:** Deposits must be paid within 7 days of making your reservation. Bookings without a deposit may be cancelled or resold accordingly.

The full balance of your booking is due when you collect your pet(s).

During peak periods (weekends and school holidays) bookings are for a minimum of two days.

A surcharge of £10 per dog and £5 per cat will be added on Bank Holidays.

Payments may be made by cash or credit/debit card.

We reserve the right to revise prices from time to time. All prices quoted will be at the rate prevailing at the time of booking. All prices charged will be at the rate prevailing at the time of boarding.

**Refunds:** Deposits are refundable for a maximum of 7 days after payment. Should you need to cancel your booking within that period your deposit will be refunded, **after 7 days your deposit is non-refundable.** Please contact us asap via email, facebook, telephone or text if you need to amend or cancel your booking.

**Cancellations:** Booking cancellations must be made a minimum of 7 days **before** the start of your booking. If you fail to cancel or to appear on the check-in date, you will be liable for, and agree to pay us, the entire booking fee. **All deposits are non-refundable 7 days after payment.** Failure to provide documentation of your pet(s) vaccination records on arrival will incur the full booking fee, and we will not be able to board your animal. We do not give credit for early returns. You will be charged for the period booked.

**Opening Hours:** We are open to the public

Mon – Sun 8:30am – 4:45pm

**We are closed to the public on Christmas Day and New Year’s Day.**

Collection or drop off outside of these times can be arranged with prior notice but will incur a £5 surcharge.

**If you have a flight to catch or a deadline to meet, we strongly recommend that you book your pet in the day before you travel.**

Late returns are payable at our normal rate.

**Vaccinations:** All cats and dogs boarded must have full primary vaccinations and be up to date with their boosters. **Kennel Cough** vaccination for dogs must be administered at least 7 days prior to your arrival. **Please ask your vet** as kennel cough is not administered as standard.

A copy of your current vaccination certificate must accompany each pet. Failure to provide a valid vaccination card for each pet will result in them being refused board. In this instance, your booking will be cancelled but you will remain liable for the boarding fees in full.

**Aggressive/Dangerous Dogs:** We do not encourage animals with aggressive or destructive temperaments, however, if you think your pet may have the potential to be aggressive, nervous etc in kennels they will be assessed beforehand. In cases where animal boarders are aggressive towards staff during their stay or are destructive to our facilities, we will contact you to arrange removal of your pet. All damage caused by an animal to any area will be chargeable to the animal’s owner. In cases of frequent defecation/urination requiring extra washing of bedding or cleaning of pens, we reserve the right to charge extra to cover the costs.

**Pets Sharing:** Samespecies pets from the same family may share a kennel/pen, provided they are of an appropriate size to do so, at the owner’s risk. We accept no liability for sharing pets in the event they injure each other and we reserve the right to separate sharing animals as necessary for their health and welfare.

**Diets:** We request that you bring your normal dog/cat food with you when your pet comes to stay. You need to provide enough food/treats etc for the entirety of their stay. In the event you do not bring your own food with you or that we run out of your food during the stay, we reserve the right to feed your pet an equivalent brand of wet or dry food. **This will be charged at £1 per day per dog and 50p per day per cat.**

**Personal Belongings:** We do not require any personal items such as bowls, toys or bedding however you are welcome to bring any items you think will help your dog/cat settle ie: bedding/clothing which smells of home, familiar toys etc but these items are left at the owners risk. We will endeavour to return such items at the end of the stay, but cannot be held responsible for the damage or loss of these items. We reserve the right to discard any item due to health, safety and hygiene.

**Collection:** Any animal that is not collected with full payment within 7 days of the stated departure date without notification of delay, will be deemed to have been abandoned. We reserve the right to rehome or surrender abandoned animals to the local authority. You will be liable for all outstanding costs and any additional costs.

It is your responsibility to check that your pet is in good condition on collection. We will not accept any claims for injury or illness that is not brought to our attention before you leave the premises. Once you have left our premises you will be deemed to have been satisfied with the service given, and with the health and condition of your animal, unless you have stated otherwise before departure. Please take two minutes to check your pet and avoid any problems later! We will be happy to address any concerns immediately.

**Medications:** Medications will be administered per your request.

**All prescription medication must be accompanied with a vet label** clearly showing the **pet’s name** and **dosage**. You must provide enough medication for the entire duration of your pet’s stay.

There is no additional charge for dogs or cats requiring medicine, but we reserve the right to charge an additional fee for elaborate or complicated treatments (such as daily baths, skin or eye treatments, after hours’ care, etc.).

**Vet Visits: I**n the event of emergency illness or injury your pet will be taken at the first opportunity to be examined at Frame & Swift Vets or they will be called out to our premises if deemed necessary. If an animal has a veterinary visit during their stay, you agree to pay for all costs associated with examination and treatment. Owners with insurance will pay on departure and claim the difference back from their provider. If the treatment is non urgent, your own vet will be contacted in the first instance and arrangements made for them to attend or if this is not possible they can nominate Frame & Swift to attend on their behalf.

There is no surcharge for transporting your pet to or from the vet, or for providing necessary after-care.

**LIMITATION OF LIABILITY:**

We will exercise all reasonable care for the wellbeing, health, and safety of your pets while they are in our care and will do our utmost to make your pet’s stay a happy one. However, under the terms of this contract, you agree that all animals are boarded at the owner’s risk and you agree to absolve Furry Tails Kennels & Cattery of all responsibility and liability for illness, injury or death of your animal in the absence of gross negligence.