

PREMIER BOARDING KENNELS
TERMS AND CONDITIONS

West View Farm
Wall Hill Road
Corley
Coventry
CV7 8AD

Payment Terms

All fees are payable on arrival.

Each part of day is charged as a full day. Your dog's kennel will be available for your use from 10 am on your arrival day until 3 pm on your day of departure. Any animal not collected by 4 pm will be subject to a charge of one extra day's boarding, but exceptional circumstances will be taken into consideration.

A booking is only accepted on receipt of your deposit. Payment may be made by Credit/Debit card, cheque or Cash.

We reserve the right to revise our prices when necessary.

All prices quoted will be at the rate prevailing at time of booking. All prices charged will be at the rate prevailing at the time of boarding.

Insurance

Owners must be responsible for having their own pet insurance.

Any vets' fees incurred for treatment of pre-existing conditions must be settled by the owner at the time of collection. If the dog is at the vets' any outstanding veterinary fees must be settled prior to removal. **Owners or the emergency contact will be contacted if possible prior to any treatment given.**

Inoculations

All dogs must be fully inoculated against Distemper, Hepatitis, Parvovirus, Para Influenza and Leptospirosis and must have had a booster injection within the previous twelve months. **Canine Infectious Bronchitis (Kennel Cough) has to be given a minimum of two weeks prior to boarding. We are very strict on this policy, however please remember the strain of vaccine administered can't always guarantee your dog will not get a slight case of KC. If you are concerned for your dog, then please take to your vet ASAP.**

We also request that your dog has recently been treated for Fleas and worms. Your dog will be checked on arrival and if fleas are present, then we will give treatment straight away, which **you will be charged!** **Please note:** Vet treatment is stronger than shop products.

Separation of dogs

Only dogs from the same household may share a kennel unit. Where dogs share a kennel unit, then we must have written consent. By signing this document, you are authorising this to take place. All dogs sharing a kennel unit will be monitored, but if problems should arise then this signed document also gives us the authority to separate your dogs. This will also incur an

additional charge at the normal kennel rate.

Aggression

Please be aware that if your dog shows any signs of aggression, contact will be limited for the safety of both staff, and your dog. Your dog's kennel and run areas will be cleaned daily, and your dog will be fed as per your instructions.

We will be unable to walk your dog.

Contact

We will not contact you regarding your dog unless they aren't eating their food, or fall ill whilst with us and require veterinary attention.

We are happy for you to contact us via telephone, email or on our facebook page for updates during your dogs stay.

Abandoned Animals

In the event of an animal not being collected or boarding fees not being paid, Premier Boarding Kennels may dispose of the animal concerned after giving 14 days' notice to the owner, or his representative at their last known address.

Belongings

Everything your dog requires for his/her stay at Premier Boarding Kennels is provided. We request that only **1** toy is brought. Also, if you bring your dog/s own bed, then please make sure it can fit into a **DOMESTIC WASHING MACHINE** or we recommend that you just bring old blankets or towels as they can get dirty especially if the weather is bad. The kennels are cleaned out every day and all bedding will be washed if they get **soiled or wet** except for the leaving day of your dog/s as we cannot guarantee that it will be washed and dried in time for collection!!!!

Peak Periods

Our peak periods are Easter, Summer & Christmas/New Year.

During these times we are always oversubscribed and therefore unable to offer discounts other than our normal multiple occupancy discounts.

We require two weeks' notice of a change to the booking period during our peak periods

Opening Hours

Monday to Saturday (**excluding bank holiday Monday**) – 8am to 4pm

Sunday – 8am – 2pm

Dogs **MUST** be dropped off and collected during the times shown below.

Drop Off, Collection & Viewing Times:

Monday to Saturday between 10am - 12pm and 1pm - 3pm

Sunday (**including Bank Holiday Monday**) between 10 am - 12 noon **only**.

Whilst we will make every effort to maintain the period quoted, we cannot guarantee to do so. If your dog requires urgent veterinary treatment, this would have to take precedence. If you have a flight to catch or a deadline to meet, we strongly recommend that you book your dog in the day before you travel.

Refunds

We do **not** give cash or credit/debit card refunds on any deposits made if cancellation of boarding becomes necessary. During our peak periods we do not give credits for shortened stays.

Dog gets Injured or sick

If the above should arise, then your dog will be removed (**if sick only**) and put into Isolation. If Vet treatment is required: we will call the owner immediately or the emergency contact if the owner isn't contactable and consent must be given. Any treatment or preventative treatment will be given by a competent member of staff.

ID Tag

Due to the new Animal Welfare Regulations 2018, all dogs on drop-off will be fitted with an identity tag on their collar. If your dog does not have a collar, then Premier will put one on with a tag attached to it. This is only a precautionary measure!!!

Dog Walking

The owner/s below are requesting their dog/s to be allowed to have free run in the field area at Premier Boarding kennels, Coventry.

Whilst every care has been taken to ensure the safety of their dog/s, the owner does not hold Premier Boarding Kennels or any of their representatives liable for any incidents, accidents or issues that arise from using this facility.

Please circle whether you would like your dog on, off or on an expandable during his/her walk:

ON OFF EXTENDABLE

These terms and conditions are governed by the laws of England and Wales. Only sign this agreement if you intend to be bound by these terms and conditions.

OWNER

FOR AND ON BEHALF
OF PREMIER BOARDING
KENNELS

DATED

