

Terms and Conditions for Dog Boarding & Day Care

A current vaccination certificate must be presented before your dog is accepted for boarding. This must cover canine Distemper, canine Adenovirus/infectious canine hepatitis, Leptospirosis, and canine Parvo Virus and other relevant diseases. Vaccination against other diseases such as Kennel Cough are desirable but not compulsory. We cannot accept any dog without an up-to-date certificate of vaccination, all vaccination courses must be completed a minimum of fourteen days before arrival for boarding.

Boarding fees are charged per day or part of the day including the day of arrival and day of departure and require full payment on guest arrival. Should you choose to remove your dog early, or through your dogs' behaviour or illness we must move them to another location before the end of the booking, the full boarding fee remains payable in addition to any associated costs of the appropriate accommodation. This is for the well-being of both your dog and other guests.

Health Insurance. If your dog develops any illnesses or condition, (not covering pre-existing conditions) every boarder is insured while staying with us. A vet will be called and the costs of such treatment and associated costs (exceeding our capped insured limit of £750) will be added to your final bill and this must be settled in full when you collect your dog. Should this be an infectious or contagious situation, arrangements will be made with either a veterinary surgeon, or your elected emergency contact for suitable accommodation away from the Canine Country Club to limit any spread to other dogs. Your dog must have been appropriately treated for external and internal parasites in accordance with veterinary advice before arrival. If there is evidence of external parasites (fleas, ticks, lice) your dog will be treated with an appropriate product authorised by the Veterinary Medicines Directorate for use on animals in the UK and the associated costs being added to your final bill.

Your dog may be exercised with up to four other dogs it is already familiar with inside or outside the paddock, if your dog cannot be exercised for medical or health reasons, it will be provided with alternative forms of mental stimulation such as toys and/or scatter feeders.

Collection If you choose to elect a representative to collect your dog due to illness or unforeseen circumstances, Please ensure the person has I.D with them and written consent from yourself to present to us when they arrive to collect your dog. Also make them aware if there is any outstanding balance on your account so they have facilities to make payment.

Although every care will be taken to ensure the safety of your dog(s), we cannot be held responsible should they try and succeed to escape by, snapping at staff, digging under, or jumping over a six-foot-high fence. We will not be held responsible for any ongoing costs because of injury that may occur through rough play or random behaviour during your dog's stay with us. *All our guests have their own private areas, you as their owner must be confident that your dog has been given suitable and adequate opportunities to have learned how to interact with people, their own species, and other animals where such interaction benefits their welfare, becoming habituated to Noises, objects and activities*

in their environment, you must be certain they will be comfortable living in this environment for the duration of their stay. If after 48hrs your dog has not settled or becomes aggressive or distressed due to the environment, we will contact your chosen emergency contact to arrange to move them to a more suitable environment. It is therefore VERY important that you inform us at the time of booking if your dog has ever shown a tendency towards escapist behaviour, rough play, aggression etc..

We are required (as part of our license) to keep records and assessment on each guest, both initially on first meeting us at the canine country club premises, and daily during their stay with us. This will monitor any changes in behaviours indicative of suffering, stress, fear, aggression, and anxiety and will be acted upon appropriately. We are also required to record your dog's microchip number, if you do not have this information available, we can scan and record these details at check-in with a one-off charge of £5.

PLEASE inform us if your dog is not FULLY socialised.

Vet, we will use our own local practice should your dog require any regular or urgent treatment during its stay with us and all associated expenses will be added to your final bill for uninsured, routine, or pre-existing conditions.

Boarding two or three dogs from the same household is possible, if you wish for them to sleep together in the same area, you must declare that this is their usual routine. If there are signs of aggression or distress between your dogs, we will board them separately which will increase the cost of their stay with us. You will be expected to pay any outstanding amount for accommodation should this occur when you collect your dogs.

Unneutered Bitches / Entire Males can be boarded with us, however - due to the aggression and frustration this can cause with other dogs there may be additional cost if your dog requires isolation due to their behaviour. We are unable to accept your dog if it has been castrated / neutered more recently than two months prior to their stay with us due to the recovery time required after the operation.

If for any reason your dog is not collected within 7 days of the due departure date and no communications have been received from yourself, the business owner has the authority to re-home the dog and you will remain liable for all costs associated with this until an agreeable solution is found for the dog.

The fees cover accommodation, treats, exercise and lots of fuss and attention.

Dogs will only be accepted for boarding and collection during these hours:

BOARDING & DAY CARE ARRIVAL & DEPARTURE TIMES

08:30 - 10:00am & 4:00 - 6pm Monday thru Friday

08:30 - 10:00am & 4:00 - 5:30pm Saturday / 09:00 - 10:00am & 4:00 - 5pm Sunday

Please note we are not open for arrivals or departures on any Bank Holiday. The price of boarding during bank holidays will be at an increased boarding rate. Bookings over a bank holiday weekend must be a minimum of 3 nights' or more accommodation.