



*the Canine*  
COUNTRY CLUB DERBYSHIRE

### **YOUR COPY TO KEEP**

#### **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/Canine Infectious Hepatitis, Leptospirosis, Canine Parvo Virus, Kennel cough & other relevant diseases. We cannot accept any dog without evidence of up-to-date vaccinations; Kennel cough must be given at least two weeks prior to boarding. We will be holding a copy of your dogs' vaccination for our records.

**As part of our licence, we are required** to keep records and assessments on each canine guest, one initially on first meeting on the Canine Club premises, and daily during their stay with us. This monitors any changes in behaviour indicative of suffering, stress, fear, anxiety, and aggression.

**Health Insurance**, if your dog develops any illnesses or health condition, (not covering pre-existing conditions) every boarder is insured during their stay with us, a veterinary will be called and treated as required.

Your dog must have been appropriately treated for external & internal parasites in accordance with veterinary advice prior to arrival. If there is evidence of any external parasites (Fleas, Ticks, Lice) your dog will be treated with an appropriate product authorised by the veterinary medicine's directorate for use on animals in the UK. If such treatments are necessary, you agree to the associated fees be added to your final bill.

**We use our own local Veterinary Practice**, should your dog require any regular (pre-existing) or urgent treatment during its stay with us, all associated expenses will be added to the final bill. If the cost of any treatment from an illness or condition that's developed whilst in our care at the Canine Country Club, exceeds £1500 (insurance limit) the costs will be added to your bill. Should this be an infectious or contagious situation, arrangements will be made with either the veterinary surgery or your elected emergency contact for suitable accommodation away from the Canine Country Club to limit the spread from our other guests.

**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 jumper over our 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 dogs' stay. 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,

animals where such interaction benefit 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 with us. If your dog has not settled within 48hrs of its stay with us and becomes aggressive or distressed; we will contact your chosen emergency contact to arrange to move them a more suitable environment. If your dog becomes a danger to staff, we will contact yourselves or your emergency contact to remove the dog from the kennels.

**Your Dogs' Exercise**, it may be exercised with a carefully selected group of dogs' that it has familiarised with. **Please inform us if your dog has NOT been FULLY socialised.** If your dog cannot be exercised in our secure paddock, we will either use forms of mental stimulation, and/or gentle walk through our wooded area. You are agreeing for the appropriate type of exercise for your dog/s.

**Unneutered Bitches / Entire Males** can be boarded with us, however – due to frustration & aggression 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 recently neutered or castrated more recently than two months prior to their stay at the club.

**Boarding Fees** are charged per night, we require full payment prior to boarding or on the day of arrival. Should you choose to remove your dog/s early for any reason (illness or behaviour) before the end of booking date, full booking fee remains payable in addition as associated costs.

**Boarding multiple dogs from the same household** is possible in the same kennel, if this is their usual routine. If there are signs of aggression or distress between your dogs, we will board them separately, for their safety; this will increase the cost of their stay with us & you will be responsible for paying any outstanding costs upon collection.

**Unfortunately**, we cannot keep dogs in the same kennel that aren't from the same household.

We are open for arrivals and departures each day, opening times are as follows

- Departure between these times: 08:30-10:30

- Arrival between these times: 15:30-17:30

(Please note - you may be able to drop off or collect your dog at other times of the day, with prior arrangement).

**We offer doggy day-care**, your dog/s will stay in our spacious kennels and join in with all the daily activities we offer. The price for doggy day-care is £22 per dog, and can provide breakfast, lunch & dinner if needed.

Our day-care arrival times are: 08:30-10.30am and departure times are: 15:30-17:30 each day including weekends.

**We accept puppies**, from 4 months old for doggie day-care, (as long as they are fully vaccinated including Kennel Cough) unfortunately we do not accept dogs under the age of 6 months for overnight boarding stays.

**Deposits are required** for all booking at the Canine Country Club, during certain months of the year we may ask for higher deposit amount, all deposits are a minimum of 20% per booking.

Deposits are **non-refundable** and are retained as a **cancellation fee**, if circumstances arise that causes the booking to be cancelled, although bookings can be transferred.

**Collections**, You, may elect a representative to collect your dog on your behalf; please notify the Canine Country Club of this change and make sure your elected person/s have identification with them. Also please make them aware if there is any outstanding balance on your account so they have the facilities to make payment.

**If for any reason** your dog is not collected within **7 days** of the due discharge date and no communications have been received from yourself, the business owner reserves the right to surrender the dog/s to the local authority and you will remain liable for any and all charges associated with this until an agreeable solution is found for the dog/s.

