

NURSERY FARM KENNELS

Knowsley Lane, Knowsley, Prescot, Merseyside L34 7HE
Telephone: 0151 489 9470

TERMS & CONDITIONS OF BOARDING

Please make sure you have read carefully all information before signing your booking form.

- 1 **DEPOSITS:** We require a £50 deposit per pet. This is deducted from your bill at the end of your pets stay with us however should your booking be cancelled for whatever reason, this is **non refundable or transferrable**. We do not accept any bookings without this deposit.
- 2 As from the 21st March 2018 all boarding fees must be settled in full 7 days before arrival. This is non refundable or transferable if the booking is cancelled.
- 3 We do not accept cheques or American Express. Credit cards do incur a bank charge but debit cards do not. We also accept cash.
- 4 Any owners arriving without vaccination cards will need to return home to collect them. We do not accept any pets without proof of vaccination. **All vaccinations including Kennel Cough if given must be completed at least 14 days prior to boarding.** We do not insist on Kennel Cough vaccination for dogs but we do recommend it.
- 5 Any owners with out of date vaccinations/overdue vaccinations and your pet will be turned away no monies paid will be refunded or transferred.
- 6 Any pets considered to be in a poor state of health will be turned away and no monies refunded or transferred.
- 7 Any dogs that are aggressive towards us and have to be removed from the Kennels no monies will be refunded.
- 8 Any pets that are overly stressed and are in danger of making themselves sick or injuring themselves will need to be removed by your emergency contact no. No monies will be refunded.

Please please check our requirements prior to booking.

- 9 Whilst every reasonable care and attention is given, animals are boarded entirely at owners risk. No responsibility will be taken for loss, injury, sickness or death of your pet whilst in our care.
- 10 No responsibility can be accepted for any damage or loss to personal belongings.
- 11 I understand that in case of illness, veterinary and transport fees will be made by myself the owner, or my emergency contact no. I understand that Nursery Farm Kennels no longer pay these fees direct.

NURSERY FARM KENNELS WILL BE INFORMED ON ARRIVAL OF MY ARRANGEMENTS.

- 12 **MEDICATION CHARGES:** An extra charge will apply for administering medication. This will only be given during our opening hours.
If we are unable to administer this we may need the help of a vet. Costs of vets charges and transport fees will be payable by the owner/emergency contact.
- 13 Charges are per day not per night.
- 14 There is no charge if you collect your pets before 10.30am on the agreed date on booking form (not deposit receipt). Dates booked with us are the days that you will be charged for. It is the owners responsibility to check that dates given on booking forms are correct. Late arrivals or early collections will be charged the full amount no matter the reason.
- 15 **ON ARRIVAL DATE:** If possible all pets must arrive **at least one hour before we close** giving us chance to settle your pets in with us.
ON DEPARTURE DATE: If possible all pets must be collected **at least one hour before we close**, this gives us chance to clean and set up for the next days guests.
- 16 **OUT OF HOURS SERVICE:** If you wish to arrive earlier or collect later on the agreed dates we can offer you an out of hours service "at our discretion" **at a cost of £25 per pet.**
- 17 Huge problems arise when we have other customers arriving to us and have no available space for their pets because we have been given the wrong dates. If you think you may be delayed or just running late, please book an extra day just to be on the safe side. If pets are not collected on the agreed date there will be an additional charge of £25 per pet plus and extra days charge per pet.

"Remember – you may land back home on the date you have given us but it may be outside our opening times".

- 18 As from January 2016 all Christmas and New Year bookings must be paid for in full by the 5 December. There will be no refunds or transfers if this booking is cancelled. If payments are not received we cannot guarantee a place for your pets if you "just turn up".

Please make a note of this date on your calendar so you don't forget to ring us.

Any pets that are not collected from us within 21 days of the agreed departure date and no contact is made with us to discuss arrangements – you are giving us at Nursery Farm full and automatic rights to re-home/dispose of your pets and take legal action against you for any costs incurred.