

# Old Park Kennels

Old Park Cottages,  
Gatsford, Ross-on-Wye,  
Herefordshire, HR97QL

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## Terms and Conditions

### Our opening hours are

- **09:00 to 11:00 and 17:00 to 18:00 - Monday to Saturday**
- **10:00 to 12:00 on Sunday**
- **Day boarders ONLY may be dropped off from 07:00**

Please respect our opening times and allow plenty of time to get here. We accept some things are out of your control in those circumstances please call and let us know.

**Any unauthorised pick-ups/drop offs outside of our opening hours will be subject to a £30 fee**

**We reserve the right to charge the full cost of boarding if cancellation or amendment is made less than 2 weeks before the day of drop off.**

Charges are per day & are applicable from the day of arrival to departure inclusive. Boarding fees are payable in full at the time of arrival. Customers who collect any day or days before the final date of their booking will still be charged for full occupancy. No refunds are made.

- All dogs must be fully vaccinated, including Kennel Cough and you need to bring your vaccination card/passport as proof. All new and restarted vaccinations must be done 14 days prior to boarding with us. Kennel cough boosters need to be in place 14 days or more before arrival. It is the owners responsibility to ensure the above is done and kept up to date. We cannot and will not accept unvaccinated dogs and without proof they will be turned away and full payment will be due. All pets must be up to date with a flea, tick and worm treatment.
- When entering and departing the kennels all dogs must be on a lead. All dogs must be micro-chipped and wearing a collar with an identification tag, as required by law.
- If you have requested two or more of your dogs are housed together Old Park Kennels reserve the right to separate them should the need arise and that the boarding fee will differ from the amount quoted
- Whilst every care and attention will be given to your pet in the event of any need for a vet your pet will be taken to our veterinary surgery. If need be they will liaise with your own vet. Transportation will be in a fully insured and secure vehicle. Any expenses not covered by our insurance company will be the responsibility of the owner. A copy of our insurance is available for inspection. Our insurance will not cover pre-existing conditions. Any pre-existing conditions must be declared to us.

- By signing the terms and conditions you allow Old Park Kennels in conjunction with a vet to make the best decision for your pet if both yourselves and emergency contact cannot be reached.
- All medical conditions and behavioural traits must be declared before boarding and any medication must be supplied with clear instructions regarding administration. Please supply enough medication for more than the boarding period.
- All pets need to be in good health to board and any showing signs of infectious disease will be turned away.
- Your dog will be allowed off lead exercise in one of our secure paddocks
- We supply Hawthorns hypoallergenic grain/gluten free, James Wellbeloved dry food, various tinned and pouches. Any other makes need to be supplied by the owner.
- All leads, toys and bedding are left at the owner's risk. We may need to wash and tumble dry bedding.
- Any pets left for 7 days beyond the booked departure date without contact from the owner or a representative shall be considered free for re-homing if a suitable home can be found. If the owner returns within this time the extra boarding fees must be paid in full.
- We will accept pets with aggressive or destructive temperaments but reserve the right to terminate the boarding at any point during the animals stay, particularly if the dog shows aggression towards a member of staff or displays destructive behaviour to our facilities. Any damage to fixtures & fittings or humans whilst on our premises which incur a charge will be the responsibility of the pets' owner. The full cost of the original booking will also still be payable. Details of an emergency contact must therefore be provided on drop off of your pet & that person MUST be able to come & collect your pet(s) if necessary. The emergency contact given to us MUST be a person who is not with you, whilst you are away.

By agreeing to our Terms & Conditions, you are giving us permission to take photos of your pet to publish on our Facebook page & website. If you would prefer your pet NOT to be photographed, please advise us when booking in.

I have read and agree to the above terms and conditions

Signed (Owner) ..... Date.....