

Wharfedale Kennels & Cattery

Terms and Conditions

1. To ensure every dog enjoys their stay with us, all new dogs must attend a Trial Day before we can accept a holiday boarding booking. The purpose of the Trial Day is to help us assess how your dog settles into the kennel environment and to ensure they are happy, relaxed and comfortable before a longer stay. The Trial Day is compulsory for all first-time canine guests. Unfortunately, if your dog has not attended a Trial Day, we may be unable to accept them for holiday boarding.

PLEASE NOTE This requirement applies to dogs only and does not apply to cats.

2. Booking form to be completed in full before boarder can be accepted.

3. For any future bookings, any changes in contact numbers, pet care needs, emergency contact numbers or any other pertinent information to be given at each visit.

4. All personal information will be kept private and confidential. All records will be stored in compliance with the Data Protection Act 1998.

5. Wharfedale Kennels & Cattery Ltd hold valid public liability insurance.

6. Wharfedale Kennels & Cattery will administer medication supplied in correctly labelled veterinary packaging but will not be held responsible for any complications that may arise from pets not readily accepting it.

7. Medication sheets must be completed by the owner on each visit, including any who wants us to administer herbal/human alternatives.

8. We reserve the right to refuse boarding to any pet who does not have a valid veterinary annual vaccinations certificate. All dogs must have a current Kennel Cough (Infectious Tracheobronchitis) vaccination.

PLEASE NOTE If your dog has not had a Kennel Cough vaccination before your vet must administer this 2 weeks prior to arrival at Wharfedale Kennels & Cattery. This is NOT part of your annual booster vaccination.

9. We require all pets to be up to date with flea and worming treatments.

10. All pets must be collected on the booked departure date. If an extension to the booking is needed due to unforeseen circumstances the owner must contact us in good time to request

this. If we cannot accommodate the pet due to the kennels being full then it is the responsibility of the owner to make alternative arrangements.

11. Full payment is required on collection of any pet, before but not after leaving the premises.

12. Day boards can pay on the last visit if the week if this has been agreed beforehand with a senior member of staff/owner.

13. In the event that additional items need to be purchased in the absence of the client/contact we will retain a receipt, and the owner is responsible for reimbursing the amount in full on collection of the pet.

14. All pets are to be dropped off or collected within our opening hours.

15. Wharfedale Kennels and Catteries have the right to refuse any pet that shows aggression, severe anxiety, excessive barking or anything that would stop us giving them full care and attention during their stay.

16. All bookings that are no longer required must be cancelled. We also require a minimum of 7 days' notice for cancellations. Bookings cancelled within one week of the start date will be charged in full.

17. Anger or aggression from pet owners towards any member of staff will not be tolerated.

18. We require the owners consent for more than one pet from the same family to be in the same kennel but the owners must be aware that if there are any concerns for the pets wellbeing they will be moved into separate kennels, incurring additional charges.

19. Owners must consent to have unneutered/spayed dogs in the same kennel unit and unneutered/spayed cats in the same cattery unit.

20. Whilst every care will be given to your pet during its stay at Wharfedale Kennels & Cattery we accept no liability for any injury your dog or cat may incur due to its own behaviour during their term of stay.

21. The owner of the dog/cat will be responsible and liable for any damage inflicted upon property or staff at Wharfedale Kennels & Cattery.

22. We accept no liability for loss or damage of belongings, such as dog/cat beds, toys, leads, bedding and such.

23. Clients are welcome to bring preferred food and treats but please be aware that the cost will remain the same.

24. Owners must not retrieve their pet/s unless accompanied by a member of staff.

25. Wharfedale Kennels & Cattery reserves the right to refuse boarding to any pet whose medical needs would be impractical to administer within our kennel environment. This includes pets who have recently undergone surgery, have an open wound, or are in recovery of surgery, or accident.

26. All animals must be in a fit and healthy condition with a pleasant temperament when boarding at Wharfedale Kennels & Cattery. As our previous points, if your dog/cat falls ill during his/her stay we reserve the right to call a veterinary surgeon, and all costs will be the liability of the owner of the dog/cat.

27. All dates that have been booked must be paid for regardless of if your pet has been collected earlier than the original departure date.

Client signature:

Date: