

Terms and Conditions

- All dogs must wear collars detachable ID tags containing a phone number
- Owners must provide microchip numbers
- All pets must show up to date vaccination records
- Dogs must also have the Kennel Cough vaccine administered at least 14 days prior to stay unless advised against it by the vet.
- Dogs will be walked 1-on-1 on leads and no intermingling of pets is allowed
- Owners are responsible for making sure their pets' flea, tick and worm-treatments are up to date
- we are not responsible for any blankets, food, toys and accessories left behind and they will be given to a pet charity after 6 months
- A day charge applies on the day of arrival and a booked PM departure. A morning pick up is between 0900-0930 and is not charged but if the pet is picked up after 0930, the day charge applies.
- Deposits are non-transferable and non-refundable including Covid-related cancellations
- it is up to owners to make sure they have cancellation-cover from their insurance company or travel insurance.
- Deposits are to be made within 48hrs of booking confirmation or the booking will be released to someone else without notice.
- Medications can be administered but if we have difficulty giving pets their medication, we will seek advice from the vet and we may be required to leave the pet with the vet for treatment at owners expense.
- We expect a certain amount of damage caused by pets especially young puppies and cats but excessive damage will be charged.
- We will try to feed pets the food they might bring with them but it is often the case that they refuse their own food in favour of our stocked food, so don't be surprised if we return some of the food. If it is a dietary requirement, then we will do what we can to find a suitable alternative.
- A non-refundable deposit of 20% will be required within 48hrs to secure the booking. The deposit is non-refundable unless it is made 7 days prior. This is to give us a reasonable chance at filling that empty kennel. Bank details will be provided for a transfer.
- AM arrivals and PM departures are presumed unless otherwise specified before arrival.
- Feeding regimes will be adjusted according to the Body Condition Chart. Pets appearing under or over-weight will be fed accordingly.
- Departures are presumed PM in order to avoid double-bookings so make sure you specify AM or PM departures as this will affect the price too.