

Terms & Conditions of boarding at Bullar Tree Kennels & Cattery

1. Your pet can only be accepted for boarding if it is in good health and you are able to produce proof of vaccination (vaccination card from a recognised vet, passport e.g.). New vaccinations courses must be completed 7 days prior to boarding.
2. The Canine Infectious Bronchitis (kennel cough) is not a requirement, however, if you choose to have your dog vaccinated against it, please note that we cannot accept your dog for boarding until 7 days after it has been administered. Dogs which don't have this vaccination will not be covered by our insurance.
3. All pets must have had an effective flea & worm treatment at least 2 months prior to boarding. If either are found within the first few days of arrival, the relevant treatment will be sought from the vet and the cost added to your kennel/cattery bill accordingly, including fuel at 60p per mile (minimum £6 charge, which includes VAT at 20%) to collect the treatment.
4. Bullar Tree Kennels & Cattery reserves the right to seek the services of a vet on your behalf at any time deemed necessary during your pets stay. Veterinary attention either during or after your pets' stay is at the owners' expense if it falls outside our insurance terms & conditions, a copy of which is available on request. Your pet(s) will not be insured for any pre-existing conditions, which must be disclosed on the day of arrival. We will not be held responsible for vets fees incurred as a result of pre-existing conditions not disclosed.
5. Opening hours for drop off & collection of your pet(s) are 8am-1pm and 4pm-6pm daily, with the exception of the Christmas & New Year period.
6. 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 or departure. 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.
7. 50% of the total cost of boarding must be paid on arrival for any pet booked in for more than 21 days.
8. We reserve the right to charge the full cost of boarding if cancellation is made less than 2 weeks before the day of drop off.
9. Whilst every possible attention is given to each pet boarded with us, it is boarded entirely at the owners' risk, as are pets from the same family sharing a kennel/cat pen. Should we feel the need to separate them in the interest of their own safety, a relevant charge for the extra accommodation, and any vets fees arising as a result of injury due to the animals sharing, will be the responsibility of the owner.
10. All beds, bedding, toys etc are left entirely at the owners' risk. Bullar Tree Kennels & Cattery will not be held responsible for lost or damaged items. We also reserve the right to dispose of any items should they become unreasonably soiled. Pets which frequently need to have their bedding changed due to soiling or damage may incur an extra fee for the laundry or replacement cost.
11. Any relevant medication will be administered as instructed by the owners, however, we are unable to accept any liability for incorrect administration or adverse reaction.
12. In the event of an animal not being collected 14 days from the agreed collection date, we reserve the right to take any action deemed necessary regarding future ownership.