

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 & restarted vaccinations courses must be completed 14 days prior to boarding.
2. The Canine Infectious Bronchitis (kennel cough) is a requirement for all dogs boarded at Bullar Tree Kennels & Cattery. There needs to be a clear 7 days between administration of this vaccine & your dog(s) coming to stay with us. There will be no exceptions.
3. It is the responsibility of the pet owner to ensure their pets are fully vaccinated prior to their stay with Bullar Tree Kennels & Cattery. It is also the owner's responsibility to bring the updated records when required. Incomplete or out of date records will result in your pet(s) not being accepted for boarding and the full amount of the stay will still be payable.
4. Opening hours are 8am-1pm & 4pm-6pm daily, with the exception of Christmas Day & New Year's Day. **Drop off is between 8am & 1pm.** Afternoon drop offs are by prior arrangement only. This is to ensure we have plenty of time to settle your pet in to their kennel or cat pen on the first day of their holiday with us. Collection can be anytime during our opening hours.
5. 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.
6. 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. By signing to accept our Terms & Conditions of Boarding, you are giving Bullar Tree Kennels & Cattery full authority to liaise with the vet in your absence, make decisions in the best interest of your pet & to administer the relevant treatment.
7. If a visit to the vet is deemed necessary and the owner of the pet(s) or their emergency contact cannot be contacted, Bullar Tree Kennels & Cattery & the vet will act in the best interest of the animal(s).

8. If your dog is well socialised, we will, with your permission, exercise your dog(s) with other well socialised dogs in our care at the same time. Bullar Tree Kennels & Cattery takes full responsibility should any incidents occur and a trip to the vet deemed necessary, unless the incident occurs between dogs from the same family, as per point 13.
9. 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.
10. 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 a member of the team when booking in.
11. 50% of the total cost of boarding must be paid on arrival for any pet booked in for more than 21 days.
12. 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.
13. 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.
14. 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 or cat shows aggression towards other animals or a member of the team, or displays destructive behaviour to our facilities. Any damage to fixtures & fittings, other animals 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.
15. Bullar Tree Kennels & Cattery reserves the right to refuse a booking request or terminate a boarding earlier than the planned collection date at any time. We also reserve the right to charge the full amount of the original booking.
16. Out of hours drop offs & collections are available, subject to staff availability. A fee of £25.00 + VAT is payable for this service.

17. 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.
18. 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.
19. 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.