



TERMS & CONDITIONS OF BOARDING

AT ALL CREATURES GREAT & SMALL (HEREAFTER SHOWN AS ACG&S)

- 1 All fees are to be fully paid on ARRIVAL at ACG&S, we accept cash, bacs and most major credit & debit cards, cheques accepted providing they have been presented in time for clearance before check in.
- 2 A deposit of £30 per dog secures your booking. Deposits are non-refundable.
- 3 Your Dogs kennel room will be available for use from 9.15am on your booked arrival date and up to 5.45pm on your booked departure date. Therefore we charge for the day in and out (any part of a day counts as a whole)
- 4 Refunds cannot be given for early returns.
- 5 Alterations to check in/ out dates from date of agreed arrival may incur a £10 administration charge at the discretion of the management and will only be accepted dependent upon availability of free kennel rooms.
- 6 Dogs arriving later than the agreed booking date will be charged from the date of the originally confirmed booking date.
- 7 Our opening times for accepting arrivals and departures are strictly as follows; from 9.15am until 11.30am and from 3.45pm until 5.45pm Monday to Saturday and from 9am until 11.30am Sunday.
We do not accept check in and check outs on public/bank holidays.
Check in and check outs outside these times are strictly by prior arrangement and may incur a charge.
- 8 ****IMPORTANT**** Dogs must be kept on a lead at all times whilst on the property of ACG&S, please remember that this is a working farm and loose livestock will be present when you arrive and leave our premises.
- 9 We are aware that life isn't always straight forward and unforeseen delays in your travel arrangements may occur, please keep us informed of any changes to your travel arrangements.
- 10 Collection and delivery of your pet by ACG&S is available by prior arrangement and will incur a charge that will be confirmed at the date of booking.
- 11 A Telephone enquiry / Provisional booking is not accepted as a booking. To reserve your pets stay a completed booking form along with a deposit is required from all customers before a booking can be accepted and confirmed by ACG&S via email or in writing.
- 12 Payment by Instalment Plan- We can accept payments by monthly direct debit to cover cost of boarding services, please note that boarding fees must be paid in full at the time of check in.
- 13 We operate on a first come first served basis, to be fair to all customers and to avoid disappointment booking forms and deposits are required to confirm your booking as per condition 11. Early booking is essential.
- 14 Any customer fetching their unconfirmed booking form with them at the day of check in without prior booking confirmation is not recommended will only be accepted if there is kennel room availability for the entirety of their required stay dates.
- 15 No pets will be accepted into ACG&S without a fully completed booking form. ACG&S reserve the right to refuse entry to what ACG&S consider dangerous or difficult animals. ACG&S reserve the right to move what we consider difficult or dangerous animals to alternative boarding kennels, any additional costs that may be incurred are to be paid by the pet's owners.
- 16 Any dog that ACG&S perceive to be ill or have an infectious condition will not be accepted into the kennels.
- 17 Should your pet fall ill whilst in the care of ACG&S we will take the pet to be treated by your nominated vet of which the cost of the treatment will be the liability of the owner of the pet, we reserve the right to charge for travel to and from the veterinary surgery. Should your nominated vet not be available at the time of the pet's illness we reserve the right to have the pet treated by our own veterinary surgeons, the costs incurred will be the liability of the pet's owners.
- 18 In the unlikely event of the sudden death of your pet whilst in the care of ACG&S it will be sent to a veterinary surgeon for post mortem to ascertain the cause of death, we reserve the right to charge for this service.
- 19 Owners must inform ACG&S of any illness that their pet has suffered or they suspect that the pet is suffering from. ACG&S reserve the right to refuse entry to pets that appear to be suffering from a contagious or other illness.
- 20 All dogs must be inoculated against the following conditions; Distemper, Hepatitis, Parvovirus, Para Influenza, Leptospirosis and Intrac within the last twelve months and not less than two weeks prior to boarding. Vaccination certificates must be seen by ACG&S and acknowledged by the same prior to boarding.
- 21 We do not insist that your dog is inoculated against Canine Infectious Bronchitis (Kennel Cough) we strongly recommend that you discuss this condition with your veterinary surgeon. Vaccination should be carried out at least two weeks prior to check in. Kennel Cough is a complex virus and ACG&S accept no liability to your dog contracting Kennel Cough whilst in its care.
- 21a Please note that any dog showing signs of Kennel cough on arrival will not be accepted to be boarded.
- 22 All animals must be in fit and healthy condition and be of a pleasant temperament when boarding at ACG&S. As previous points if your dog falls ill during its stay we reserve the right to call a veterinary surgeon, of which all costs will be the liability of the owners of the dog.
- 23 Whilst every care will be given to your pet during its stay at ACG&S, ACG&S accept no liability for any injury your dog may incur whilst due to its own behaviour during the term of its stay.
- 24 The owner of the dog will be responsible and liable for any damage inflicted upon property or staff of ACG&S.
- 25 Should a dog arrive and be found to be hosting fleas, it will be treated by products supplied by the veterinarians used by ACG&S, the cost of the products will be the responsibility of the dog's owners.
- 26 In the event of your dog not being collected within 14 days of the agreed check out date, we reserve the right to arrange for the re-homing/disposal of the dog. We will endeavour to trace or communicate with the owner, in the event of the dog being disposed of or rehomed; the original owner will be liable for all costs incurred.
- 27 Whilst we will accept your own dogs home comforts ACG&S accept no liability to loss or damage to your own belongings such as dog beds, toys, leads, food etc.
- 28 Clients are welcome to provide their own food and treats whilst their dog enjoys its stay with us, however the cost of the stay would remain the same.
- 29 ****Owners must not enter the kennel building to retrieve their pet unless accompanied by a member of staff of ACG&S.****