

# Hunters Lodge

## Terms & Conditions of Acceptance

1. The owner warrants that the animal(s) being boarded is/are in a fit and healthy condition.
2. All Cats & Dogs being boarded are required to have current vaccinations with the certificates being produced on arrival, otherwise boarding will be refused. All vaccinations must be valid at least 14 days prior to boarding and cover the whole of the boarding term. Cats are to be vaccinated against Feline Enteritis & Cat Flu. Dogs are to be vaccinated against, Distemper, Hepatitis, Leptospirosis, and Parvovirus. We will also accept proof of Titer testing from a Vet to avoid over vaccination. We do not insist on a Kennel Cough Vaccination but if it is administered, we require a 6 week Gap before the booking start date.
3. Whilst every care will be given to pets. Hunters Lodge Kennels & Cattery will not be held responsible for any illness, injury, loss or damage to the animal(s), however caused during their stay. Boarding is entirely at the owner's risk.
4. We do not insure your pets against illness or any other medical condition whilst in our care. Any further expenses will be charged to the owner. It is emphasised that our insurance excludes any current or recurrent illness or injury. We will ask you if your animal is insured. By signing this agreement, you agree to cover any costs that arise from treatment and we reserve the right to charge reasonable transport expenses to and from a Vet. We may call you from the Vets to arrange payment before treatment is commenced.
5. Any bedding, toys supplied by the owner that are damaged/destroyed by the animals are left at the owner's risk and any Veterinary treatment required following such event will be at the owners' expense.
6. Special dietary requirements will be administered as supplied and requested by the Owner.
7. All reasonable efforts will be made to administer oral medication or to apply external treatments as directed of which there is no charge to the owner. However, if required Veterinary assistance may be requested at the Owner's cost without prior consultation.
8. Our Kennels & Cattery book up very quickly, if you have a last-minute holiday/trip booked or are about to book one, we strongly advise to call first to check availability and not to fill out this form. We may ask you for full payment at the time of booking or a 50% Deposit. This is non-refundable unless- During Off-

Peak Periods, you cancel the booking outside 21 days of the start of your booking for which you will be offered a full refund.

9. Bank Holidays, July/August/Christmas & Any School Holidays are payable in full at the time of the booking. This is non-refundable in the event of cancellation. We will refund if we manage to replace your booking, but this will be at our discretion.

10. Cancellation (For any reason: including, injury to, or death of your pet. Holiday cancellation due to personal circumstances, poor health, weather, flight cancellation or death of a family member)

If you cancel within the 21-day, period we reserve the right to charge you a Cancellation Fee, irrespective of whether a deposit has been paid or not. The cancellation Fee will be the outstanding balance of the whole booking.

11. If you collect your pet early or adjust your booking you will still be charged for the original booking, unless the booking is extended, for which we will add the extra days' charges. Most pet insurance or holiday insurance will reimburse kennel fees due to cancellation of holiday plans. Please check with your insurer and/or policy documents and make sure you have adequate cover in the event of cancellation.

12. Boarding fees are charged to include the day of arrival & departure. Boarding fees are payable at the end of the term on collection when a 50% deposit has been made. No pets will be released until full and final payment has been received. Short over runs can be paid at the time of collection. Long extensions to boarding must be paid for at the time the term is requested by debit card.

13. Hunters Lodge Kennels & Cattery reserve the right to retain any animal, charging for the extended stay until such time as the outstanding account is settled, or to dispose of the animal with a suitable rescue centre, if any account becomes overdue or if the animal is not collected within 7 days of the due payment and/or collection date. Any costs involved will be the responsibility of the owner.

14. In the event of any delay in collection, notification must be given at the earliest opportunity and Hunters Lodge Kennels & Cattery reserves the right to refuse the extension.

15. Hunters Lodge Kennels & Cattery reserves the right to add, change, or vary these Terms & Conditions at any time. However, the latest prevailing Terms & Conditions are always on view in reception for inspection during the registration process.

01604 870330 [info@hunterslodge.org.uk](mailto:info@hunterslodge.org.uk) [www.hunterslodge.org.uk](http://www.hunterslodge.org.uk)