

These terms and conditions are set in place to safeguard the health and wellbeing of all the pets in our care and form part of your contract with **Corner Cottage Animal Boarding**.

Please read these carefully and if you have any questions, please contact us to discuss them. Management has the right to update these terms and conditions at any time

- All Boarding Fees are inclusive of our comprehensive insurance (including veterinary fees up to £2,000) for each pet per stay, subject to terms and conditions. Any illnesses prior to boarding are not covered. Routine vaccinations, worms, fleas and ear mites etc, are not covered. All veterinary costs not covered by our insurance, are the full responsibility of the owner. All vet fees must be paid upon collection of your pet and our insurance will reimburse you should the claim be successful, either way you will be contacted within 28 days.
- All pets are examined upon arrival and are accepted into our care upon the understanding that they are in good health. Any health conditions must be stated prior to acceptance of boarding. Management has the right to refuse any pet showing signs of illness, pending advice from a veterinary surgeon.
- Full details of an emergency contact person must be provided and they must be able to collect your pet promptly and as soon as is possible, if we require them to do so at any time for any reason.
- All pets' microchip details will be recorded.
- A current veterinary certificate of vaccination or positive titre test certificate will be required for inspection at the time of admission. These must have been carried out 14 days prior to boarding and if your pet has the kennel cough vaccine this vaccine must have been administered 21 days prior to boarding.
- Your data will be held in accordance with GDPR guidelines.
- If you do provide any toys or bedding we cannot accept any responsibility for damage to, or loss of property. Our standard policy is no bedding is to be provided by the customer for ease of washing, drying, risk of chewing etc
- If your pet/s should unexpectedly appear unwell whilst in our care, management has the right to contact the services of a veterinary surgeon. Clients are fully responsible for any veterinary fees incurred not covered by our insurance. Whilst animals boarded at Corner Cottage Animal Boarding receive every care and attention, they are boarded at the risk of the owner and the management of Corner Cottage can accept no liability due to illness or escape (if you have not informed us that your dog is able to jump the fencing then we would not know to exercise on a lead). Should any animal require treatment, the management reserve the right to call a veterinary surgeon and act upon his / her advice. We aim to use your registered vet unless we require emergency support or a more local vet when we will use our registered vets; Old Registry. The expense incurred will need to be met by the owner of the animal.
- Whilst every possible attention is given to each pet boarded with us, it is boarded 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 or welfare, 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. **By completing the database you are providing a declaration that you accept our decision to separate your pets if required.**
- Payment of all fees to be made on collection of your pet.
- Boarding fees are charged for by the day and for all the days booked which include the days of arrival and collection. Should you decide to collect your pet prior to the agreed collection date, the full booking fee will still be charged. Should you arrive after your agreed arrival date, the full booking fee will still be charged. If your pet

stays after the agreed collection date, then the extra days will be charged for in full. Cancellation within 7 days of the agreed arrival date will result in the management reserving the right to charge for the booking in full.

- Please ensure your pet is up to date with their flea & worm treatments. Any pet subsequently found to have fleas and/or worms will be treated accordingly and the cost (currently £15 per pet), will be added to your final bill. You must let us know the details of your pet/s flea and worming treatments. **By completing the database you are providing a declaration that you give permission for the treatment to be given and paid for.**
- Whilst every care and effort are made to ensure the health and wellbeing of all the pets in our care, pets are boarded upon acceptance of our terms and conditions.
- Any relevant medication will be administered as instructed by the owners, however, we are unable to accept any liability if the dosages become unsuitable for your pet and show us no signs of needing changing or for any adverse reaction. All staff members are able to administer medication correctly.
- No responsibility will be taken for pets until they are in the reception area or cat chalet, cats are not to be brought in on harnesses.
- In the event that the owner does not claim the animal within two weeks of the original collection date Corner Cottage Animal Boarding have the right to being a process to ask your emergency contact to collect your pet, ask rescue charities to take on the responsibility of your pet or dispose of the animal as it sees fit and appropriate.
- If your dog is well socialised, and you want them to socialise with others; we will, with your permission, exercise your dog(s) with our well trained and well socialised dogs. If an incident does occur and a trip to the vet is deemed necessary then the costs are the owner's responsibility.
- Opening hours for drop off & collection of your pet(s) are 8am-10.30 am and 4pm-6pm daily, with the exception of some bank holidays, Christmas & New Year period.
- By agreeing to our Terms & Conditions, you are giving us permission to take photos of your pet to publish on our social media pages & website. If you would prefer your pet NOT to be photographed, please advise a member of the team when booking in.
- **I certify that my pet is free from infectious diseases and I accept and comply with the above Terms and Conditions.**