



Terms and conditions

(1) Vaccinations must be up-to-date.

For dogs, we require them to be vaccinated for Canine Distemper, Infectious Canine Hepatitis, Leptospirosis, Canine Parvovirus, Parainfluenza - Plus...**KENNEL COUGH Vaccine**, which is extra to booster. (SPRAY UP THE NOSE). PRIMARY VACCINATIONS & KENNEL COUGH MUST BE ADMINISTERED 2 WEEKS BEFORE BOARDING.

Please Note: *Pets that are young or have not had regular annual boosters will need additional courses for full immunity. Therefore, allow six weeks before boarding, please ask your vet for advice.*

(2) Vaccination certificates must be presented at check-in

WE CANNOT ACCEPT ANY DOG WITHOUT AN UP-TO-DATE VACCINATION CERTIFICATE and reserve the right to refuse entry to any pet arriving without proof of full and up to date vaccinations. **We reserve the right to refuse entry to any pet showing signs of illness or aggression.**

(3) All days are charged - including day of arrival and day of departure. Your invoice will include a charge for the whole day of collection.

Early Collection:

Please Note: YOU WILL BE CHARGED FOR THE DURATION OF BOOKING. - NOT DURATION OF STAY

(4) Payment A non-returnable deposit of £50.00 is required to secure your booking for each pet, or full payment for short term stays (or a total of less than £50). Minimum charge of 2 days apply outside peak times. Minimum charge of 5 days during peak holiday times. Any bookings less than 5 days required during peak times (either long or short notice) is subject to availability when booking. Please call and check with us.

Balance of payment is due on arrival. We accept CREDIT / DEBIT CARDS. ONLINE TRANSFERS AND CASH.

(5) Premium Rates apply for Christmas periods and bank holidays throughout the year. These will be double rate unless otherwise stated.

(6) Age Restriction All new clients will have an entry age restriction, unless otherwise agreed. Age restriction for Dogs 10 - 12yrs, as a guide line, subject to discussion. This does not apply to existing clients and individual cases can be discussed. Please call us to have a chat about your pet.

(7) Contact Numbers You will be required to supply us with emergency contact numbers. Please inform your contacts and explain that they may be asked to remove your Pet and take responsibility for them in the event of a problem or unforeseen circumstances. Please give as many contact numbers as possible, including a land line number, email & mobile no.

(8) Non collection The customer agrees that if their pet is not collected within 7 days of the date due to leave Conifers and no communication is received, we reserve the right to re home, sell or dispose of your pet at our discretion. Every effort will be made to contact you or your emergency number and if no communication is received, the above will apply.

(9) Veterinary. In the unlikely event that your dog/cat becomes unwell during their stay with us, they will be treated by our vet. This cost should be covered by our boarding insurance (up to the policy maximum) unless it is a pre-existing condition. When possible we will take your pet to their own Veterinary Surgeon. Otherwise our own Veterinary Surgeon will attend your pet. The animal may be removed to a Veterinary Surgeon's care at our discretion in the event of an accident or illness

NOT covered on insurance

- (a)** A condition or disease existing (or considered to be existing) at the date of commencement of boarding will not be covered on our policy.
- (b)** Age related conditions (decision by a Vet) or a condition that would have occurred whether your pet had been boarded with us or not will not be covered on this policy
In the event of this occurring, you agree that all Veterinary Bills will be paid in full by yourself (the client).
- (c)** Veterinary call out charges
- (d)** Transport costs for taking your pet to the Vet (currently £20) are not covered and will be charged on your final invoice.

An up to date insurance policy will be displayed on our premises, however, a full copy of insurance terms are available on request.

(10) Medication : Conifers reserve the right to charge an extra payment for administering medication. For complex medication we reserve the right to charge up to 50% of the daily tariff per administration for existing or new illness. A Standard charge of 75p per medication applies per dose during office hours for simple doses. An additional charge may apply for outside normal hours. Conifer are not responsible for any reactions or side effects that your pet may develop with the drugs and we are not responsible for your Pet's health if it refuses to take medication from our staff.
In the event of your pet refusing medication, we will contact your Vet or emergency contact unless stated otherwise by yourself.

(11) Destructive Habits Please advise us if your dog is destructive with bedding, fencing , excessive chewing or anything else, so that we can take appropriate precautions. All damage will be charged for and added to your invoice and you agree to be wholly responsible, and to pay the cost.

(12) Cancellation We require a minimum of 48 hours notice for cancellations and reserve the right to charge up to the full amount if this is not given.

All days booked are chargeable, unless previously agreed.

Every possible care and attention will be given, but it is understood all Pets are boarded at Owner's risk.

A VACCINATION CERTIFICATE MUST BE PRODUCED AT ALL TIMES WHEN BOARDING YOUR PET.

.....

Please read and complete our registration document for your pet giving full requirements. Please also read our Tariff information sheet.

Please supply as much information as possible and be aware of all of our terms and conditions

We request that you sign and return your completed registration form along with your deposit or full payment, to acknowledge receipt and acceptance of all of our terms and conditions.

Please confirm booking dates and entry times and collection.