

# TERMS AND CONDITIONS

- 1) A deposit of 50% is required within 72 hours to secure each booking. This deposit is non-refundable and non-transferable under any circumstance. Charges are per day and include day of arrival and departure. Full payment in advance for all single day/night stays and day care bookings is required.
- 2) All fees are payable on arrival at Bell Reed Kennels. We accept cash, cheque or BACS only. Cheques can be made payable to 'Bell Reed Kennels'. Bank details are: Account number= 40039384 Sort code= 09-01-28. Please use surname and dog's name as reference along with the booking ID.
- 3) All Bank Holidays are charged at double the daily kennel rate. We do not allow drop offs or pickups on Bank Holidays.
- 4) Refunds cannot be given for late arrivals or early returns. Customers will be charged for the original dates of booking.
- 5) A charge of £1 is added per day during peak season. These are inclusive of June 1<sup>st</sup> to August 31<sup>st</sup>. A Winter surcharge of £2 to cover heating costs is added per day during the winter months. These are inclusive of October 1<sup>st</sup> – 31<sup>st</sup> March.
- 6) Dogs can only be accepted on the condition they have been fully inoculated against Distemper, Hepatitis, Leptospirosis, Parvo Virus and Intrac within the last twelve months and not less than 4 weeks prior to boarding. All dogs boarding must also be treated against Kennel Cough. All Kennel Cough vaccines must be administered at least 2 weeks prior to boarding. The certificates /vaccination cards must be left with Bell Reed Kennels during each individual visit. Bell Reed Kennels reserve the right to turn away any dog(s) that fail to show proof of vaccination.
- 7) All dogs must be micro chipped.
- 8) A telephone enquiry/provisional booking is not accepted as a booking. To reserve a place for any dog, a completed booking form, together with a deposit, is required from all customers before a booking is accepted. This can also be done via email, but we must have received the deposit, a confirmation email will be sent once we have. During busy periods, it is essential that all booking forms are sent back promptly as we work on a 'first come, first served' basis.
- 9) Should any animal be found hosting fleas, the person responsible for collecting the dog(s) will be liable for all costs. This includes treating the dog and surrounding environment as considered necessary by the owners at Bell Reed Kennels.
- 10) It is stressed that all dogs must be on a lead at all times when the owners bring them, as we accept no responsibility for loss or injury. (If customers insist on kennel staff releasing dogs in the forecourt, it is then the responsibility of the owner). Collars must be worn by all dogs and must be secure so they cannot slip loose. Dogs holding an exemption certificate must wear a Muzzle on both arrival and departure.
- 11) Having paid the boarding fees, all dogs will be taken from the customer by kennel staff. No owners/customers will be allowed to take their dog(s) into the kennels to prevent the other boarding dogs from becoming upset or stressed.
- 12) Whilst in our care no dog(s) will be allowed visitors as this can upset them. Arrangements can be discussed in very special circumstances, with the dog's best interest in mind.
- 13) Beds and bowls are not required. They will be supplied. Note: We accept no responsibility for loss or damage to customer belongings, i.e. any type of bedding, toys, leads etc. Any destroyed or soiled bedding will be disposed of. It is the customer's responsibility to notify any persons, prior to collecting any dog(s) on their behalf of this condition. If the dog(s) causes damage to our beds, bedding etc. the person collecting will be liable for all costs.
- 14) Dog(s) can only be accepted or given out within our business hours. Owners or anyone authorised must call before closing time on the day of departure if they are unable to reach Bell Reed Kennels by the scheduled collection time. Please note our business times are between 08:00 – 12:00 and 14:00 -18:00 Monday to Saturday. We are closed between the hours of 12:00 – 14:00 for lunch. We are closed on Sundays and Bank Holidays.
- 15) Our arrival times are between 10:00am – 11:00am and 16:00pm – 17:00pm Monday to Saturday. Pick up times are between 09:00am– 10:00am and 16:00am– 17:00am Monday to Saturday. We must know which time slots you would like before the arrival day.
- 16) It is emphasized while every care and attention is given; the proprietors accept no responsibility for injury due to your dog's behaviour whilst boarding in our kennels.
- 17) All animals must be in a fit, sound condition, and of pleasant disposition when entering Bell Reed Kennels. In the event of your animal falling ill during boarding, we reserve the right to call in or take the dog to our veterinary surgeon (Henley House Vets). All costs to be covered by the dog's owner. This will include any veterinary call-out charges, transportation etc. It is the owner's responsibility to ensure there are sufficient funds to cover this. The proprietors reserve the right to turn away any animal which they feel is not suitable to be boarded.
- 18) In the event of a dog not being collected on the scheduled day of departure we will trace/communicate with the owner/contact. We will continue this for 7 days before we proceed with legal action.
- 19) Please note: Dog(s) showing signs of Kennel Cough, or any other contagious disease will be turned away.
- 20) No dog(s) will be accepted into the kennel without a UK contact name, address, and telephone number. Owners/contacts will be asked to remove difficult dog(s) from the kennels. Owners must make the contact's name aware of this responsibility.
- 21) Owners are liable for any damage inflicted upon staff or property by their dog(s). Bell Reed Kennels reserve the right to use a muzzle on any dog if needed, for safety purposes. Bell Reed Kennels also reserve the right to refuse service.
- 22) All safety measure will be taken but Bell Reed Kennels will not be responsible if your dog escapes the property.
- 23) All photos taken of your dog(s) whilst at the facility are the property of Bell Reed Kennels and may be used in promotional material, including the internet.
- 24) Medication is charge at £1 per administration. A £5 surcharge per day will e incurred for pets requiring multiple forms of medication daily or insulin.
- 25) Owners dropping off dogs that come under the new XL Bully legislation must adhere to our company guidelines.
- 26) If the terms and conditions are not upheld by customers, we have the right to cancel any bookings or refuse bookings and contact with the person. Any aggressive or abusive behaviour will not be tolerated.