

# 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 and Cattery. 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 pet'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) Cancellation Policy: Cancellations made 1-14 days prior to arrival will be charged at 100% of the total bill. Deposits are non-refundable or transferable.
- 6) A charge of £1 is added per day during peak season and winter months to cover the winter heating costs. These are inclusive of June 1<sup>st</sup> to September 30<sup>th</sup> and the heating costs from October 1<sup>st</sup> to February 28<sup>th</sup>/29<sup>th</sup>.
- 7) 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 and Cattery during each individual visit. Bell Reed Kennels and Cattery reserve the right to turn away any dog(s) that fail to show proof of vaccination.
- 8) Cats can only be accepted on the condition they have been fully inoculated against: Feline Influenza and Feline Enteritis within the last twelve months and not less than 4 weeks prior to boarding. We also recommend that cats are vaccinated against the Feline Leukaemia virus. The certificates /vaccination cards must be left with Bell Reed Kennels and Cattery during each individual visit. Bell Reed Kennels and Cattery reserve the right to turn away any cat(s) that fail to show proof of vaccination.
- 9) All pets must be micro chipped.
- 10) A telephone enquiry/provisional booking is not accepted as a booking. To reserve a place for any pet, a completed booking form, together with a deposit, is required from all customers. This can also be done via email. Once a deposit has been received, a confirmation email will be sent to confirm the booking. During busy periods, it is essential that all booking forms are sent back promptly as we work on a 'first come, first served' basis.
- 11) We request that all pets that come to Bell Reed Kennels and Cattery are treated against flea and worm infestation BEFORE arrival of their stay. Should any animal be found hosting fleas or worms during their visit, the person responsible for collecting the dog(s) will be liable for all costs. This includes treating the pet and surrounding environment as considered necessary by the owners at Bell Reed Kennels and Cattery.
- 12) 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.
- 13) Having paid the boarding fees, all pets will be taken from the customer by kennel and cattery staff. No owners/customers will be allowed to take their pet(s) into the kennels or cattery to prevent the other boarding pets from becoming upset or stressed.
- 14) Whilst in our care no pet(s) will be allowed visitors as this can upset them. Arrangements can be discussed in very special circumstances, with the pet's best interest in mind.
- 15) 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. If the pet(s) causes damage to our beds, bedding etc. the person collecting will be liable for all costs.
- 16) Pet(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 and Cattery 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.
- 17) 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.
- 18) It is emphasized while every care and attention is given; the proprietors accept no responsibility for injury due to your pet's behaviour whilst boarding in our kennels or cattery.
- 19) All animals must be in a fit, sound condition, and of pleasant disposition when entering Bell Reed Kennels and Cattery. In the event of your animal falling ill during their stay, we reserve the right to call in or take the pet to our veterinary surgeon (Henley House Vets, Heathfield). All costs to be covered by the pet'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.
- 20) In the event of a pet 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.
- 21) Please note: Pet(s) showing signs of Kennel Cough or any other contagious disease will be turned away.
- 22) No pet(s) will be accepted into the kennel or cattery without a UK contact name, address, and telephone number. Owners/contacts will be asked to remove difficult pets(s) from the kennels or cattery pens. Owners must make the contact's name aware of this responsibility.
- 23) Owners are liable for any damage inflicted upon staff or property by their pet(s). Bell Reed Kennels and Cattery reserve the right to use a muzzle on any dog if needed, for safety purposes. Bell Reed Kennels and Cattery also reserve the right to refuse service.
- 24) All safety measure will be taken but Bell Reed Kennels and Cattery will not be responsible if your pet escapes the property.
- 25) All photos taken of your pet(s) whilst at the facility are the property of Bell Reed Kennels and Cattery and may be used in promotional material, including the internet unless otherwise stated by the owner.
- 26) Bell Reed Kennels do not charge for administration of medication given during feeding times. Medication needing administration outside of these hours will be charged at £1.50. We charge per time given rather than per tablet / administration.
- 27) 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.