

Meeting House Kennels and Cattery

Terms and Conditions

General: It must be clearly understood and agreed that whilst every care and attention is given to your pet(s) they are accepted at the owner's risk

Opening hours: Monday to Friday – 9am to 1:00 pm and 2pm to 5pm; Saturday - 9am to 1pm. Please restrict drop off, collection and viewing times to within our opening times, unless agreed with the kennel manager. The office is closed for Sundays and all bank holidays; animals can be collected on those days by prior arrangement only with the kennel manager and subject to payment of your account in full.

Vaccinations: Proof of vaccination, including kennel cough, in the form of your dog's up-to-date vaccination certificate MUST accompany your dog on arrival with us. If proof of vaccination is not shown on arrival we cannot accept your pet for boarding. New vaccination courses must have been completed at least 10 days before arrival. In the case of Kennel Cough vaccine it must be administered **a minimum of 10 days before arrival.**

Health: We reserve the right to refuse boarding to any pet which causes concern due to ill health when arriving at the kennels and cattery. We will request your vet's details on acceptance so that we may contact them in case of your pet becoming ill during its stay. If for any reason we cannot contact your vet we will ask our vet to treat your pet. All costs will be for the owner's account and are payable upon collection of your pet(s). **Please note that we accept no liability for Kennel Cough or any medical complication that might occur as a result of a dog incurring this condition.**

Behaviour: We reserve the right to refuse boarding to any pet which causes concern due to aggressive behaviour or ill health when arriving at the kennels and cattery. If during your pet's stay they become aggressive and dangerous to other animals or staff we will isolate your pet in our isolation pen until they can be collected by a responsible person as soon as possible.

Fees: All fees must be paid in full at the time of collection of your pet. Payment will be accepted as either cash or debit/credit card transaction; we cannot accept cheques. We charge for boarding by number of nights boarded up to 1pm the day of collection. **If your pet is collected after 1pm a fee will apply equivalent to another night's boarding.** There will be a one-off charge of £25 for any pets with us any time during the Christmas holiday period from 23 December to 1 January inclusive.

Winter heating: We reserve the right to charge an additional £1 per day per kennel to cover the costs of extra heating when it may be require during the winter months from 1 November to 31 March.

Deposits: A deposit of £50.00 for dogs or £30.00 for cats is payable by all new customers and by all customers when a booking is made for stays during peak times – Easter, Xmas, and July – September.

Non-collection: We reserve the right to re-home any pets not collected within 14 days of the agreed boarding period.

Cancellations: If for any reason you need to cancel your reservation we will refund your deposit in full providing we are given 10 days notice. Cancellations made within the 10 day limit are non-refundable.