## Oat Hill Farm Boarding Kennels

## Great Stainton

## Stockton on Tees

## TS21 1NF

Terms & Conditions for the Acceptance of Boarders at Oat Hill Farm Boarding Kennels.

All bookings are subject to Oat Hill Farm Boarding Kennels Terms and Conditions. Payment of a deposit or receiving a confirmation email constitutes acceptance of these terms. These terms and conditions are available in our reception office and can also be emailed.

Health

All dogs must be fully inoculated against Distemper, Hepatitis, Leptospirosis, Parvovirus and Parainfluenza, and must still be in date at time of departure. Boosters must be given a minimum 24 hours before arriving any vaccines that have lapsed and require a re start.

Distemper, Hepatitis, Parvovirus “DHP” – (Required every 3 years) Leptospirosis – (L2 or L4 are accepted) (Required yearly)
Kennel Cough “KC” (Not Required)

Canine Infectious Bronchitis (Kennel Cough), we would prefer however do not insist this vaccine is given to board your dog, if given, we strongly advise this is done at least 4 weeks prior to boarding to give as much protection against this as possible. We cannot be held responsible if a dog contracts Canine Infectious Bronchitis (Kennel Cough), as this is a highly airborne virus and the vaccine only covers the main strains so is not always 100% effective.

Please be aware it is your responsibility to ensure your pet is fully covered for the above vaccines and time scale required. Failure to comply with this will result in your pet being refused entry and no refund will be given. This information is required under the Animal Welfare Act 2018.

Your pet will only be accepted for boarding if it is in good health and all inoculations are up to date.

Exact date of last worming/flea/tick treatment and details of products used for worming and flea/tick treatment must be supplied before arrival. This must be done at least 2 weeks prior to boarding in case of any adverse reactions. This information is required under the Animal Welfare Act 2018.

Pets found to have fleas/worms/tick will be treated appropriately and charged accordingly. We are not responsible if your pet catches fleas as it is the owner’s responsibility to ensure that their pets(s} coming in are suitably covered.

If your pets are insured, you are required to supply the name of the insurance company and policy number. This information is required under the Animal Welfare Act 2018.

Arrivals & Departures

* An emergency contact with full name, address, email, phone number that is local to must be given on our customer information sheet. This information is required under the Animal Welfare Act 2018.
* Owners undertake to declare any history of veterinary problems that could reoccur while boarding and to draw attention to any traits or vices their pet(s) may have.

Medication or Supplements will be administered as instructed by the owner. Oat Hill Farm Boarding Kennels will not be held responsible if there are any adverse reactions to medications or supplements this includes pets requiring diabetic injections, these are given at the responsibility of the owner.

* Oat Hill Farm Boarding Kennels reserve the right to refuse admission or request an owner to collect a pet who is deemed too sick to board or if a pet is deemed too aggressive and a risk to health and safety. No refund will be given in these circumstances.
* Pregnant bitches will not be accepted, and bitches in season are boarded at owner’s risk. Please notify us if your bitch will be in season before arrival so we can place her away from intact males.
* In an emergency or illness we will contact the owner or his/her nominated contact, if no contact can be made then it will be left at the discretion of the management to the course of action, the provision of veterinary treatment will be provided by our designated vet (Unless specified otherwise)
* Day Boarding customers must arrive and depart between 7:30am – 5:30pm, unless agreed in advance.
* Pets must arrive and depart between 9am – 11am and 4pm – 6:00pm. Monday- Saturday & 9am-11am only on a Sunday. (No exceptions)

Multiple Pets

(Must live in the same house) Whilst every possible care and attention is given to each pet boarded with us, it is boarded entirely at the owner’s own risk. While pets are sharing accommodation, should we feel the need to separate them, in the interest of the animals’ own safety, a relevant fee for the extra accommodation will be charged, when this is possible, at peak season this will not be possible so an emergency contact in the UK must be provided, who are able to collect the required pet if there are safety/welfare/bitch in season issues, please note no refund will be given for any pet having to be collected for issues out of our control.

Pets not collected:

If you fail to collect any pet/pets within 14 days of the checkout date you give the owner of the above business the authority to re-home your pets without further reference to you. This is providing that you have not made contact in writing for the boarding period to be extended if necessary.

Deposits, Cancellations and payments

* All pets will be charged boarding for the day of arrival and the day of departure.
* All deposits are non-refundable and non-transferable.
* A minimum non-refundable deposit of 50% or payment in full if 5 days or less is required for all customers, which can be paid either by cash, Cheque or Bank Transfer, only once a deposit has been paid will a booking be confirmed.
* All outstanding balances must be paid in full before the animal leaves our establishment.
* Any cancellations or amendments must be submitted 48 hours prior to arrival date to avoid a cancellation charge.
* We accept Cash, Cheque or Bank Transfer.
* If the client collects their dog earlier than the agreed date, they are liable to pay for the original booking costs, no refunds are given.
* We reserve the right to revise our prices when necessary.
* We use pictures of pets in our care on our social media platforms, pets’ surnames are not mentioned.
* We reserve the right to change these terms & conditions at any time.
* Nothing in these terms affects your statutory rights.
* Once a deposit has been paid, a contract has been bound whether this be verbal or written. You accept to abide by these terms and conditions on every occasion that your pet/pets is/are boarded on these premises, failure to comply with these terms may lead to us not accepting your pets in the future.

**Oat Hill Farm BOARDING KENNELS Great Stainton, Stockton on Tees, TS211NF.**

UPDATED: 2019