

TERMS & CONDITIONS OF BOARDING

BOOKING / PAYMENT / CANCELLATIONS

To reserve a place for any animal, a completed booking form, together with a deposit is required from all customers before a booking is confirmed. We operate on a 'first come, first served' basis with bookings. Telephone enquiries or provisional bookings are not accepted as a confirmed booking until payment is received. No animal will be accepted for boarding without a UK contact name, address and telephone number. Owners or their contacts will be asked to remove difficult dogs. Owners must make the contact aware of this responsibility.

A deposit is required for each animal before any booking can be confirmed. This deposit is non-refundable and non-transferrable under any circumstances and is offset against administration. All remaining fees are payable in full upon arrival at Ferndale Boarding Kennels & Cattery. We charge for the day in and out (any part of a day counts as a whole). Should animals arrive late, the owner will be charged from the original date of booking unless prior notification is given and agreed by Ferndale Boarding Kennels & Cattery. Refunds cannot be given for early returns. There will be no charge for the day of departure if the animal is collected before 10am that morning. If an animal is collected after 10am, the owner will be charged the full day's boarding costs.

Should you decide to cancel a booking, you must give Ferndale Boarding Kennels & Cattery a minimum of 7 days' notice prior to the expected arrival date. Any bookings cancelled after this time will incur a fee equivalent to 50% of the total cost of boarding. Cancellations made within 48 hours of the expected arrival date will be charged at the full amount. Cash or cheques are the current acceptable payment methods at Ferndale Boarding Kennels & Cattery.

ARRIVALS / DEPARTURES

Your dog(s) kennel or cat(s) pod will be available for use from 8.30 am on your arrival date and until 5.30 pm on your date of departure. We prefer animals to be brought in as early as possible to help them settle and experience a full day with the staff, particularly for our first time boarders. Having dealt with the necessary paperwork and settled the boarding fees, animal(s) will be taken from the customer by the kennel staff. No owners / carers will be permitted to take their animals into the kennels / cattery for insurance and health and safety purposes. This also helps reduce stress on the animals boarded.

It is stressed that all dogs MUST be on a lead at all times when owners bring them and collect them and all cats should be in a safe and suitable carrier. Also dogs MUST be kept in the customer's car until met by a member of staff as we accept no responsibility for loss or injury. If customers insist on kennel staff releasing dogs in the forecourt during collection, it is then the responsibility of the owner. Collars being worn by dogs must be secure so they cannot slip loose. Customer's leads and check chains are not accepted into the kennels. Whilst in our care, no animal will be allowed visitors as this can upset them. Animals can normally only be dropped off or collected during business hours unless prior arrangements have been made, and there may be an additional charge for collections outside of normal business hours. During busy periods they MUST be collected on the stated day out.

INOCULATIONS / VACCINATIONS

To be accepted into Ferndale Boarding Kennels & Cattery, all animals must have up to date vaccinations. Dogs must be fully vaccinated against Distemper, Hepatitis, Parvovirus, Para Influenza, Leptospirosis and Intrac. Cats must be vaccinated against Feline Respiratory Disease (cat flu) and Feline Enteritis. In both cases, vaccinations must be administered within the last twelve months and not less than two weeks prior to boarding. If you are unsure of any requirement, please consult with your veterinary surgeon at least 14 days prior to your planned arrival date. Your animal should be treated for fleas and worms at least 7 days prior to boarding. Should any animal be found to be hosting fleas, the animal owner will, at the time of collection, be liable for all costs of treating the animal and surrounding environment, as considered necessary by Ferndale Boarding Kennels & Cattery. Vaccination certificates MUST be seen prior to boarding.

CANINE INFECTIOUS TRACHEOBRONCHITIS (KENNEL COUGH)

We insist that all dogs boarding with us are inoculated against Canine Infectious Tracheobronchitis (Kennel Cough). You may if you wish discuss this matter with your veterinary surgeon as this is caused by a complex virus / bacteria only some of which respond to the vaccination. The vaccine must be administered at least two weeks prior to boarding and we will need to see the vaccination certificate.

Please note: Dog(s) showing signs of Canine Infectious Tracheobronchitis (Kennel Cough) or any contagious disease will be turned away.

TEMPERAMENT / CONDITION

All animals must be fit, in good general health and of pleasant temperament when entering Ferndale Boarding Kennels & Cattery. In the event of your animal(s) falling ill during boarding we reserve the right to call in a veterinary surgeon. Any associated fees will be the responsibility of the owner. If your animal has a pre-existing medical condition, please discuss this with us when enquiring about a booking, to ensure we can accommodate it. If we accept your animal for boarding, any medication that they will need for the duration of their stay should be supplied by you, along with clear and concise written instructions. If your animal's medication runs out, we will purchase further supplies on your behalf and the cost of this will be charged to you.

Male cats over 6 months old must be neutered or they will not be admitted for boarding and we reserve the right to refuse to board any animal which we feel is not suitable to be boarded.

It is emphasised that whilst every care and attention is taken, Ferndale Boarding Kennels & Cattery accept no responsibility for injury or escape as a result of your dog's behaviour whilst boarded in the kennels. Should your animals have any behavioural issues you MUST make us aware of these when boarding. Owners are liable for any injury inflicted upon staff or damage caused to property by their animals.

INSURANCE

All animals boarding at Ferndale Boarding Kennels & Cattery are insured with National Farmers Union (NFU) for the full duration of their stay.

BELONGINGS

Beds and toys are to be provided by the customer. Please note however, whilst we take every care possible, we accept no responsibility for loss or damage to customer belongings, i.e. any type of bedding, toys etc. as a result of the animal's actions. The kennels & cattery are cleaned daily and small toys etc. could be easily lost. Therefore we please ask you do not bring anything precious or anything you would not want to lose.

We cannot guarantee bedding will be returned in the same condition it was brought in. Any destroyed or badly soiled bedding will be disposed of. It is the owner's responsibility to notify any persons prior to collecting any animals on their behalf of this condition. Any lost property will be retained for a period of 4 weeks. If it remains unclaimed after this time, the property will be donated to Assisi Animal Sanctuary.

ABANDONED ANIMALS

In the very unlikely event of an animal not being collected within 14 days of the departure date, we will try to trace / communicate with the owner / contact before proceeding with legal action.

DATA PROTECTION / MISCELLANEOUS

We retain essential client data for business purposes only and we will not share any of your data with external organisations. At any time you can request (in writing) that we remove your personal data from our records. Ferndale Boarding Kennels & Cattery update its website and social media galleries with photographs of some of our recent guests. If you do not want your animal to be included in these, please advise us at the time of boarding.