

## THRIFT END FARM CANINE & PET CENTRE TERMS & CONDITIONS VETERINARY COSTS

If we have the slightest concern about the health of your pet(s), we will contact your specified vet (where possible during business hours), or our own vet. Your pet(s) is/are insured whilst they are staying with Thrift End Farm Canine & Pet Centre. Any vet visits that your pet(s) has to have will be added to your final bill and you will be given a letter to say what treatment your pet(s) has had and why.

**BOARDING FEES** The day of arrival and departure are included when calculating the total cost. All fees are payable either in advance or prior to departure. Please note that we will charge the full booking costs in the event of early collection. Late cancellations will not get the deposit back. Exemptions will be made for ill health or pet(s) or owner or death of pet(s).

**NO SHOWS** will be charged in full.

**PRICES** Prices are dependent on the size and breed of your dog(s) and are available upon request. Also dependent on the number of animals that you have (dog/cats). The day of arrival and departure are included when calculating the total cost. Payment in full for the full booking period are payable in the event of early collections. All fees are charged for the day or the part day. Our charge rates may increase without notice and may alter the quoted price.

**DEPOSITS** Deposit of 50% will be charged per booking. Deposits relate to each individual booking. Bookings will not be accepted unless deposits are paid in advance. Deposits are non-returnable and non-transferable.

**PAYMENT** All fees are payable either in advance or prior to departure. Payment can be made by the following: 1) Cash 2) Debit/Credit card 3) Cheque (payments can also be taken over the phone) Please take the time to read our terms and conditions carefully. By making a booking with us, you confirm that you have received, read, understood and agree to be bound by these. Once you have made a booking with us (or someone authorised to represent you), agree to be bound by these.

**YOU AGREE** 1. To supply full details of any medication or treatment your pet(s) is/are receiving 2. To allow your vet to divulge any information about your pet(s) medical history to us 3. That we may contact our vet if we think that treatment is required for your pet(s) 4. That you will be liable for any veterinary or medical costs incurred during your pet(s) stay with us 5. That you will be liable for any damage or injury caused by your pet(s) to property, equipment or person(s) 6. To inform us of any aggressive or anti-social tendencies your pet(s) may exhibit 7. That you will not hold us responsible for or ask us to replace or compensate for lost articles 8. That any medications will be administered at your request. From Jan 2016 you will be charged £1.00 per day extra on top of your bill for any medication that your pet(s) will need to be given whilst in our care but we will accept no responsibility for any resulting damage or injury 9. That due to the unpredictability of animal behaviour we do not accept any liability or injury to your pet(s) except where such injury or damage arises directly from our negligence

**YOU MUST INFORM US** Of any health, medical or behaviour problems that your pet(s) may have.

**VACCINATION REQUIREMENTS** Animals will not be accepted without an up to date vaccination certificate(s) or in exceptional circumstances, a letter or dispensation from your vet stating that your animal is in good health and where applicable that your animal has been tried, tested and certified to have sufficient levels of immunity. If your pet(s) requires booster vaccinations before boarding, please ensure that this is done at least 14 days prior to arrival at our kennel. Please note that all dogs/bitches must be vaccinated against Parvovirus, Distemper, Hepatitis and Leptospirosis. We do

not insist upon Kennel Cough vaccination, however, if you decide to vaccinate you must do so at least 6 weeks prior to arrival. (The kennel cannot be held responsible if your dog(s)/bitch(es) go down with Kennel Cough whilst in our care as it is an airborne virus of which we have no control over). All cats must be vaccinated against Feline Influenza and Feline Enteritis.

**MEDICATION NEED** This will be added to your final bill. Administration of medication, ie; tablets, eye drops and injections.

**CANCELLATIONS** Client(s) who cancel bookings will not get their deposit back. No shows will be charged the full cost of the stay.

**DROP OFF & COLLECTION TIMES** Pet(s) will only be accepted or released during normal business hours. Drop off and collection will be between: Monday 8.00am to 6.00pm Tuesday 8.00am to 6.00pm Wednesday 8.00am to 6.00pm Thursday 8.00am to 6.00pm Friday 8.00am to 6.00pm Saturday 9.00am to 4.00pm Sunday 9.00am to 4.00pm Exceptions will only be made for: Emergency: People going into hospital Floods/fires in the home or other disasters Delays on the roads, trains or flights We will ask you to let us know what is going on and we will do what we can to help. **TOYS** Please feel free to bring a toy(s) with you, however, do not bring anything that is of sentimental value as the toy(s) are often lost or destroyed. We cannot be held responsible or replace or compensate for lost articles.

**BEDDING** We supply all bedding, which is washed regularly during your pet(s) stay. You can bring your own if you wish but we cannot be held responsible for damage or if your pet(s) chew or destroy it whilst they are in the kennel.

**AGGRESSIVE ANIMALS** We reserve the right to refuse any animal(s) that may be a danger to other animals or our staff.

**ABANDONED ANIMALS** Any Animal(s) that are not collected within 7 days of the stated departure date without notification of delays will be deemed to have been abandoned. We reserve the right to re-home or otherwise dispose of the animal(s). You will be liable for all outstanding costs and any additional costs. Thrift End Farm Canine & Pet Centre reserves the right to refuse entry of any pet(s) showing signs of illness or aggression and anyone bringing a pet(s) into the kennel without injection paperwork will NOT be admitted into the kennel.

**BEFORE DEPARTURE** When collecting your pet(s) after a stay it is your responsibility to check that your pet(s) is in good condition. We will not accept any claims for injury or illness that is not brought to our attention before you leave the premises. Once you have left our premises, you will be deemed to have been satisfied with the service given and with the health and condition of your animal(s) unless you have stated otherwise before departure. Your pet(s) will have been checked for any health problems before they leave us and you will receive a medical check form signed and dated. Please take 2 minutes to check your pet(s) to avoid any problems later. Check that you have remembered all your pet(s) bedding, toy(s) and food.

**LIMITATION OF LIABILITY** We will exercise all reasonable care for the well-being, health and safety of your pet(s) while they are in our care and will do our utmost to make your pet(s) stay a happy one. However, under the terms of this contract, you agree that all animals are boarded at the owner's risk and you agree to absolve Thrift End Farm Canine & Pet Centre of all responsibility and liability for illness, injury or death of your animal(s) in the absence of gross negligence.