



TERMS & CONDITIONS

PLEASE READ AND CONSIDER ALL THESE POINTS BEFORE BRINGING YOUR PET TO STAY WITH US.

ON ARRIVAL / DEPARTURE

All dogs must be on a lead and cats in a secure carrier

PAYMENT

All fees are payable in full at the start of your pets stay by cash or card only please.

VACCINATIONS

All animals entering the premises must be fully vaccinated

BOOKINGS

To avoid disappointment please book in advance for peak periods (school holidays). We are only able to take short stay boarders in the peak periods on a space permitting basis.

DEPOSITS

Please respect our non-deposit taking policy by having the courtesy to notify us of any cancellations.

REFUNDS

We do not give refunds.

Outside of our peak periods we will give a credit for shortened stays.

During our peak periods we do not give credits for shortened stays.

CHRISTMAS

We are open over Christmas but do not allow collections or deliveries on Christmas Day.

INSURANCE

All pets are insured during their stay to cover accident, injury or illness whilst in our care for up to £1000 per animal. The insurance does not cover any pre-existing conditions and will only cover veterinary treatment for an illness that has occurred during your animals stay or has first shown clinical signs within a maximum of 72 hours of leaving the premises.

Any vets' fees incurred for treatment of pre-existing conditions must be settled at the time of collection.

BELONGINGS

Please do not bring anything precious or anything you would not want to lose. All toys and bedding are left at your own risk and before leaving the premises please ensure that you have everything you brought.

INFECTIOUS ANIMAL

Naturally if your animal is suffering from an infectious disease they will not be able to board

UNNEUTERED MALE CATS

We cannot accept entire male cates over the age of 9 months old.

ABANDONED ANIMAL

In the event of an animal not being collected the proprietors may dispose of the animal concerned after giving 14 days notice to the owner, or their representative at their last known address. As it is an offence to abandon an animal the appropriate authorities would also be notified.

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