**Hurworth Burn Luxury Pet Hotel Clients Name:**

**Hurworth Burn Road Clients Address**

**Wingate**

**County Durham**

**Ts285np Boarding Contract – Please read Carefully**

**Vaccinations Required:** Your pet/pets can only be accepted for boarding if it’s in good health and you are able to produce a certificate or vaccination card confirming your pet’s inoculations are up to date. No dog can be accepted for boarding unless it has been inoculated against Distemper, Hepatitis, leptospirosis and Parvovirus which are all covered under the annual booster. Your dog also needs to have had the kennel cough vaccine at least 2 weeks prior to admission. No cat can be accepted for boarding unless it has been inoculated against Feline Enteritis and Cat Flu.

**Pets Sharing:**. Whilst every possible care and attention is given to each pet boarded with us, it is boarded entirely at the owners risk, as are pets sharing accommodation, should we feel the need to separate them in the interest of the animals own safety, a relevant charge for the extra accommodation will be charged.

**Health & Temperament:** Any current or ongoing problems with a pet’s health or temperament must be notified to us at time of booking. We reserve the right to refuse any pet that we consider to be of an unreliable temperament, or sick at the start of boarding.

**Veterinary Fees:**  Should it be necessary at our discretion for a vet to be called for any health condition existing prior to boarding, all fees incurred will be charged to the owner. All pets should have been dewormed and deflead prior to boarding with us, using a veterinary prescribed treatment. Should any pet on arrival require treatment for internal or external parasites (worms, fleas) then a charge will be levied for this.

**Fees:**  All bookings must be paid in full at time of booking if requested by us, at peak/busy times all customers must pay at time of booking, it is at the managers discretion to decide this.

**Cancelations:** We require 30 days notice for cancelations from booking start date to receive a full refund, no refunds will be given under 30 days. Any booking reduced must be done before the 30 days of notice otherwise no refund will be given, if we do not ask you to pay at time of booking, our cancelation policy will still be in force and the full outstanding balance will still have to be paid, no future bookings will be taken until outstanding balance is paid in full.

**Payments:**. We accept all major debit/credit cards or cash, Credit cards will have a 1.5% charge added to total booking fee, please note we do not accept cheques.

**Pet Plan Insurance:** Please note all pets are covered by pet insurance whilst in our care, unless it is an existing condition/illness, fees for death in connection with any condition prior to boarding, or the cost of cremation will not be covered by our insurance and this will be at the owners expense.

**Pets not collected**: If I fail to collect any pet/pets within 14 days of the due date for departure I give the owner of the above business the authority to re home or dispose of my pets without further reference to me, provided that i have not made arrangements in writing for the boarding period to be extended.

I undertake to abide by these terms and conditions on every occasion my pet/pets is/are boarded on these premises.

Signed .................................................................................... Date ....................................

Nothing in these terms affects your statutory rights.