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## **Linnburn Kennels and Cattery Terms & Conditions of Day Care & Boarding**

In the following terms & conditions of boarding, Linnburn Kennels and Cattery is referred to as "LK&C" and the owner of the pet or pets, to use either day care service or boarding are referred to as "THE OWNER".

### **1. Vaccination details**

- 1.1. All pets must be fully vaccinated, and the current vaccination certificate must accompany each pet.
- 1.2. Failure to provide a valid vaccination certificate for each pet will prevent them from boarding or day care.
- 1.3. This must show a booster vaccination having taken place within the last 12 months and signed off by a qualified Veterinary Surgeon. The certificate must show the booster having been administered as part of a course of vaccinations.
- 1.4. Dog Vaccinations must safeguard against the following diseases: Distemper, Parvovirus, Hepatitis, Leptospirosis and Parainfluenza.
- 1.5. Although the Kennel Cough (Infectious Tracheobronchitis) vaccination is not mandatory, it is highly recommended dogs are cover with the Kennel Cough vaccine.
- 1.6. If your dog has received the Kennel Cough vaccine, this must be at least 3 weeks prior to arrival at kennels. As the Kennel Cough vaccine is a live vaccine, your dog/s therefore should be kept separate from other dogs after vaccination. This is NOT part of your annual booster vaccination. If you are in any doubt, Kennel Cough vaccines can be identified on your vaccination card / certificate as 'Intrac' (which lasts for 6 months), 'Nobivac KC' (which lasts for 12 months) or 'VERSICAN Plus Bb Oral' (which lasts for 12 months). This is caused by an airborne infection and thus outside the control of LK&C. Kennel cough vaccinations do not stop your pets from contracting kennel cough. Kennel cough can have an incubation period of up to 14 days. LK&C will do our utmost to isolate the risk of spread and will seek veterinary treatment for dogs as soon as possible, this cost is not covered under our insurance and these costs will be passed onto the customer.
- 1.7. LK&C will never knowingly accept a dog with Kennel Cough, but as incubation can exceed 10 days it may not be detectable prior to arrival. The owner therefore accepts that this hazard exists.
- 1.8. In the instance of any illness your booking may be cancelled, but the owner will remain liable for the day care / boarding fees as per the day care cancellation scale and boarding cancellation scale.



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## 2. Medical Record

- 2.1. If an animal has a medical condition of any sort, we must be notified at the time of booking.
- 2.2. If we have not been notified of such a condition or course of medication, we reserve the right to refuse admission.
- 2.3. We reserve the right to refuse to board any dog that is clearly unwell, or that we consider could be dangerous to our staff. In this instance the owner will remain liable for the day care / boarding fees as per the day care cancellation scale or boarding cancellation scale.

## 3. Emergencies

- 3.1. In the unlikely event your dog becomes unwell during their stay they will be treated by our designated veterinary surgeon.
- 3.2. The owner accepts that a veterinary surgeon will be called if LK&C think it necessary & any resulting fees not covered by insurance will be payable by the owner either direct with the vet or to LK&C at time of collection.
- 3.3. During the period of boarding, LK&C will exercise every possible care and attention to the welfare and safety of the pet, however LK&C accepts no responsibility for problems outside of their control.

## 4. Emergency Protocol

- 4.1. In a case of emergency, the person you have nominated will be contacted via telephone, text and email.
- 4.2. The designated veterinary surgeon will be contacted and engaged if required as stated above.
- 4.3. The owner will also be notified by telephone, text and email.



### **5. Aggressive / Destructive Temperaments**

- 5.1. We do accept animals with aggressive or destructive temperaments at the discretion of LK&C.
- 5.2. In cases where animals are left that prove to be aggressive towards other animals or staff, or destructive to our facilities, we may contact you to arrange their removal.
- 5.3. All damage caused by an animal to any area will be chargeable to the owner.

### **7. Diet**

- 7.1. We strongly recommend your Pet be kept on the same diet.
- 7.2. If LK&C do not stock the food you feed, it is your responsibility to supply enough food for the duration of your pet's stay.
- 7.3. If you don't supply the food your pet eats normally LK&C are not held liable for any conditions resulting from change of diet.

### **8. Bedding & Toys**

- 8.1. We supply plastic hygienic beds, soft bedding or platform bed for both cats and dogs.
- 8.2. We request that you provide any soft bedding that you wish your Pet to have during his / her stay.
- 8.3. LK&C take no responsibility for loss or damage to any supplied bedding, leads or toys

### **9. Deposits**

- 9.1. All boarding bookings are subject to a 25% non-refundable, non-transferable deposit (minimum deposit being £20.00) per booking.



## 10. Boarding Fees

- 10.1. The owner is charged for each day, night or part thereof.
- 10.2. All outstanding fees must be paid in full on or before the time of collection.
- 10.3. Dogs and cats booked to be collected before 10:00am will not incur an additional day boarding fee at the prevailing rate.
  - 10.3.1. Dogs and cats collected after 10:00am will incur an additional day boarding fee at the prevailing rate.
- 10.4. Should the stay be extended by the owner for any reason, extra days will be charged at the daily and nightly rate.
- 10.5. If the boarding is cancelled or curtailed, the full price will remain payable as per LK&C boarding cancellation scale:
  - Cancellation or reduction of stay dates up to 14 days prior, full payment will be required.
  - Cancellation or reduction of stay dates from 14 to 30 days prior, 50% cancellation fee will apply.
  - Cancellation or reduction of stay dates 30 days or more in advance, 25% cancellation charge will apply, i.e. loss of deposit.

## 11. No Show

- 11.1. A No-Show is the term used for a booking where you have failed to present your pet/pets for boarding within 24 hours of the first day of your booking.
- 11.2. In this instance the owner agrees that the booking will be cancelled.
- 11.3. The owner further agrees to be liable in full for all boarding fees and agree to pay on receipt of LK&C invoice.

## 12. Non Collection

- 12.1. Any pet not collected within fourteen days of the agreed date of collection may be re-homed at LK&C discretion unless satisfactory communication is received from the owner within this period.



### 13. Boarding Payment

13.1. All outstanding fees must be paid in full on or before the time of collection by cash, cheque or bank transfer.

13.2. Deposit payment may be also made by bank transfer but must include your surname and arrival date as the payment reference.

13.3 If the boarding is cancelled or curtailed, the full price will remain payable as per LK&C boarding cancellation scale:

- Cancellation or reduction of stay dates up to 14 days prior, full payment will be required.
- Cancellation or reduction of stay dates from 14 to 30 days prior, 50% cancellation fee will apply.
- Cancellation or reduction of stay dates 30 days or more in advance, 25% cancellation charge will apply, i.e. loss of deposit.

### 14. Day Care Payment

14.1 The owner is charged for each day booked.

14.2. All outstanding fees must be paid in full on by the Sunday of each day care week.

14.3. Dogs and cats collected before 18:00 will not incur an additional boarding fee at the prevailing rate.

14.4. Dogs and cats collected after 18:00 will incur an additional boarding fee at the prevailing rate.

14.5. Should the stay be extended by the owner for any reason, extra days will be charged at the daily and nightly rate.

14.6. If the day care is curtailed, the full price will remain payable as per LK&C day care cancellation scale:

- Cancellations up to 7 days prior, full payment will be required.
- 7 - 14 days prior, 50% cancellation fee will apply.
- 14 - 30 days, 25% cancellation fee will apply.
- 30 days or more, no cancellation charge will apply.

These terms along with full pricing can be found on our website [www.linnburn.co.uk](http://www.linnburn.co.uk)

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