

# Kingstand Kennels & Cattery

## Terms & Conditions

“We” Refers to kinstand Kennels & Cattery.

“You” Refers to The Owner or Guardian of the Animal(s).

“Animal(s)” refers to the pet(s) the owner is leaving in the care of Kingstand Kennels & Cattery.

Terms & Conditions must be signed by the Animal(s) owner or responsible Carer of the pet before staying.

### Use Of Information & media

We Keep all information given & created about you and your animals for three years in accordance with our licence agreement. This includes your contact information and any notes about you or your animal(s) for reports. Your information will only be viewed by staff, the county council or for legal matters.

Any Photos, videos or other media of your animal can be used for Advertising, social media or necessary reports for the kennels. If you would not like the use of your animal used, please request and complete the associated forms.

### You & Your Animal(s) Details

In accordance with our Licence Agreement, we are required to capture information about you and your Animals by signing; You agree to provide complete, honest and detailed information about you & your Animals and agree to our terms and conditions. During your continued use of Kingstand Kennels & Cattery, you agree to keep us informed of any changes to you & your Animals. Failure on your part to disclose any matter, whether material fact or not, which in our view might render your dog unsuitable for boarding with us and will amount to a breach of conditions and termination of your Animal(s) stay without refund.

#### Vaccination details

All Animals must be up to date with vaccinations. We require proof before accepting your animal(s) at check-in. If not present, you will be turned away and be liable for the total boarding cost of your animal(s).

All Primary & Kennel Cough Vaccinations must be completed two weeks before boarding and last the whole stay with us.

Your Dog must be vaccinated to protect against Canine Parvovirus, Canine Distemper, Infectious Canine Hepatitis (Adenovirus), Leptospirosis, Canine Parainfluenza Virus & kennel Cough (Bordetella Bronchiseptica)

Your Cat must be vaccinated to protect against Feline Panleukopenia, Feline Parvovirus (Feline Infectious Enteritis) & Feline Respiratory Virus (Feline Herpesvirus & Feline Calicivirus)

All Vaccines must be licensed for use in the UK & must be shown in a veterinary Vaccination record. No Homoeopathic Vaccinations will be accepted.

We will never knowingly accept any animals who may bring viruses/ infectious diseases into the kennels, but due to incubation, that can last multiple days before showing signs of illness/infection. You, the owner, take this risk when boarding animals with us. If it is a virus/ infectious disease, we will take extra precautions in accordance with our policy. If it is found out that you knowingly brought your animal after being in contact with viruses/ infectious diseases or forging your vaccination card, your boarding may be terminated & liable for the total cost of your boarding & any extra cost.

## Food, Behaviour & Enrichment

### Dietary

We will try to keep your Animal(s) diet the same as when they are at home. However, we may need to vary the diet due to being in a different environment to ensure the animal(s) stay at a safe & Healthy weight. We may also need to change to help encourage eating.

Please declare any allergies to anything when boarding.

Any abnormalities in the animal(s) feeding habit will be recorded, and if necessary, vets will be contacted.

### Behaviour

When your Animal(s) boards with us, we do require you to tell us any behaviour habits to us when being booked in; this helps us ensure we can ensure we do everything to ensure the wellbeing of your Animal(s)

Any behaviour change will be recorded for our records.

### Enrichment

We use many forms of enrichment alongside walks (Dogs Only) to ensure your animal(s) mental welfare is taken care of. By signing, you agree to our enrichment plan, which includes using toys, Food Enrichment (i.e. Lickimat or puzzles) & grooming Practices.

## Medication, Veterinary History/Emergency

When boarding with us at Kingstand Kennels & cattery, your Animal(s) is covered for £1200. No Preexisting Conditions are covered, and you will be liable for any veterinary costs. This will be agreed upon before boarding the animal(s)

All historical conditions must be reported; failure to do so will result in you being liable for all veterinary costs & your boarding may be terminated, and responsible for the total cost of boarding.

### Medication

We will try to accommodate most animals on Prescription meds. We have the right to refuse boarding if we can't accommodate. We require any medication to be declared when booking. Any leftover medication will be returned to the owner.

### Treatment of external Parasites

We Require that all animals boarding with us are treated for fleas, ticks & worms. If your animal(s) require treatment for external parasites whilst staying with us, we will take the animal(s) to our registered vets for treatment. If they find they came in with fleas, you may be charged for treatment. Please declare if your Animal(s) is allergic to any treatments.

By signing, you agree to give us permission to treat any external parasites.

### Veterinary Release

Your animal(s) health and welfare is our main priority; however, in unfortunate circumstances, your animal(s) require veterinary attention whilst staying at Kingstand Kennels & Cattery; we must have the authorization to ensure your animal gets the care they require.

By signing, You authorise a Veterinarian to administer veterinary treatment in the event of an emergency or sickness during your absence.

You authorise us (kingstand kennels & Cattery) permission to transport your animal(s) boarding with us to your veterinary or the registered vets for kingstand Kennels & Cattery or an emergency vet.

You agree to authorise a Veterinarian to euthanize my animal(s) if deemed best for the animal(s) Welfare, only after all reasonable attempts have been made to reach you or your emergency contact.

You agree that Kingstand kennels & Cattery is released from all liability related to the transport to and from the Vets and for the treatment of the Animal(s)

This Release remains valid for all current and future boarding with kingstand kennels & cattery.

## Boarding of Multiple Animals

Per our licence agreement, Animals sharing pens must be from the same household. You must state if you would like your animals to share a pen or to be kept separate when making your booking.

By Signing, you are giving us permission for your Animals to stay in the same pen & giving us the authority to separate the animals if required for their health & wellbeing. If your dogs are found to have aggression issues with each other & require separating, you may be liable for extra boarding costs.

## Extreme Situations

Whilst we take every care to ensure the safety and wellbeing of your animal(s), there is still a risk when boarding with us. By signing, you accept this risk, and we cannot be held reasonable for anything that is not directly related to the welfare of your Animal(s). For example, we are not responsible for the cost of your holiday due to having to collect your Animal(s) early or being informed of bad news.

In the case of any Emergency relating to your Animal(s), we will prioritise the Animal(s) welfare & safety first. We will try to contact you at an appropriate time via the contact details provided once we have dealt with the emergency.

## Unsuitable Housing

If the Kennels or Cattery become unsafe for animals for any circumstance, i.e. Fire, Natural Disaster or any other unseen circumstance. We will reach out to you & your emergency contact to see if the collection of your animal(s) is possible; if not possible, we may look to move your animal to another licensed facility.

## Dangerous behaviours

We are not liable for any injuries caused due to aggressive behaviour that endangers Staff, the public or other animal borders. We require you to tell us about any dangerous behaviours. Failing to do so or your dog starts showing dangerous behaviours, we have the right to terminate your booking & you will be liable for the full cost of the boarding & any damages caused.

## Escape

Whilst we take your animal(s) safety very seriously. By signing, you agree that there is still a risk boarding with us, and we will not be held responsible if they try and succeed in escaping via digging/jumping.

## Not Collected

If you do not collect your animal(s) within 7 days of the due discharge date & no adequate communication has been received. We will treat your animal(s) as abandoned. Kingstand Kennels & Cattery will report the abandonment and will look to rehome the animal(s); you will be liable for all the costs of boarding until rehomed & any cost to rehome.

# Signature

By Signing the Written form or via our computer booking system, you are agreeing that you have read, understood and agreed to the Kingstand Kennels & Cattery Terms & Conditions.

You agree to pay the boarding fees in full on the collection of your animal(s)

You agree for your & your Animal(s) information to be kept, including but not limited to Contact information, Vaccination & Microchip Numbers, and assessments or records created referring to you or your Animal(s).

You confirm that any dogs you request to share must be from the same household done at your own risk and will be liable for extra boarding costs if required to be separated.

You agree that you have provided full, factual & honest information in all aspects & will update Kingstand Kennels & cattery if any information changes.

Signed(you the owner/gaurdian)\_\_\_\_\_

Print Name\_\_\_\_\_

Date\_\_\_\_\_