

TERMS AND CONDITIONS FOR BOARDING OF DOGS AND CATS AT THE GRANGE RETREAT

COLLECTION AND DROP OFF

- Opening times must be adhered to in order to avoid upsetting the daily routines of both our guests and our staff. If you need to collect or drop-off outside of our usual working hours, please talk to one of our senior members of staff prior to booking your pet's stay. We will charge £10.00 for every 15 minutes late.
- Any dogs arriving for a stay or leaving after a stay must always be kept under the control of their owner and on a lead.
- Any cats arriving for a stay or leaving after a stay must be kept in a secure cat carrier.
- We are happy to accommodate any owners wishing to visit our facilities and we encourage such a visit as we are very proud of what we have to offer here at The Retreat. Our open hours for tours are 11am-2.30pm daily, but we request your patience on arrival if such visit was not booked, as staff may be in the midst of other activities. We will do our very best to show you around as soon as one of our staff members become free. We would love to meet your pet when you visit so they can establish a relationship with us prior to their stay, however, we can only do so if vaccination records are provided on the day you visit due to risk of disease transmission.
- Should you be unable to collect your pet personally; your representative and their contact details must be given when you drop off your pet.
- If a pet fails to be collected within 14 days of their expected pick-up date and the owner has failed to contact The Retreat, we reserve the right to contact the relevant authorities to arrange rehoming. We will attempt to contact the owner via different means be that telephone, email, and recorded delivery letter several times before taking this action.
- Boarding at The Retreat is charged on a per day basis. Your pet's facilities will be booked out for the full day of drop-off and collection, and you have the right to drop off and collect at any time suitable for you during business hours on those days.
- Full payment will be required on the collection of your pet.
- Transport to and from our care is not a standard part of our packages, and by booking such a service you agree to the costs associated. We currently only offer transport on boarding packages, and not day stay.

DEPOSITS

- In busy periods such as school holidays and public holidays we may request a deposit of 50% due to risk of non-arrivals. We hope you understand that it is very difficult to fill a kennel or pen at such late notice.
- A deposit will only be refunded if a written notification of cancellation is received at least two weeks prior to your pet's booked arrival date, an administration fee of £20.00 will be charged for any amendments or cancellations.
- **Please be aware that any stay that falls on a Bank Holiday are charged at double rate (for the bank holiday day only).**

CANCELLATIONS/ALTERATIONS TO BOOKING

- Cancellations and alterations must be made known to the team at a minimum of 14 days prior to boarding.
- In the event of late cancellations i.e., anything under 14 days to boarding we reserve the right to invoice for the value of boarding for the booked stay. We will, however, do our utmost to fill this space if we have a waiting list and we will only charge you for the days in which the kennel/cat suite is unoccupied.
- We reserve the right to charge £20.00 administration fee for any cancellation or amendments to bookings.

DAMAGES

- We accept that wear and tear is inevitable in this industry. Cosmetic damage is acceptable to us. However, if items and or the premises belonging to The Grange Retreat are damaged during a stay, we reserve the right to charge customers for repair or replacement.
- The customer will be made aware of the damages on collection of their pet and evidence be that photographic or physical will be provided.
- For the sake of fairness, we are happy to obtain two quotations for any work needed or replacement. We are also happy for the customer to replace/repair providing this is done to the standard of the existing features and that qualified and professional tradespersons are used when necessary.

VACCINATION RECORDS

- As part of our licensing conditions and to protect the health and welfare of all our guests we insist that vaccination records are presented on arrival for all guests checking in. We reserve the right to turn away any dog or cat without valid vaccination history. The full cost of the stay will remain the owner's liability.
- We request that you have your dog vaccinated against kennel cough, however we would like to make you aware that due to the existence of different strains of the virus we cannot guarantee that your pet will not show symptoms of the virus should they come into contact with it. The kennel cough inoculation must be administered at least two weeks prior to their stay, since it is a live vaccine and carries a transmission risk.
- Please see below for a list of all compulsory vaccinations for pets within our care:

Felines – Feline infectious enteritis (FVP), Cat Flu (CVRP or RCV) and Feline Leukaemia (FELV)

Canines – Parvovirus, Distemper, Hepatitis and Leptospirosis, Canine Kennel Cough (Bordetella)

- Please ensure that flea and worming treatments are up to date before arrival. If your pet is due either preventative treatment whilst in the care of The Retreat Team, please make a member of staff aware when booking and bring along your pets' usual flea and worming treatments, which will be administered free of charge. We do, however, reserve the right to charge for the purchase of flea and wormer if you have notified us that your pet is due treatment, and you fail to bring your own medication. We also reserve the right to charge for the cost of treatment in cases where parasites are seen on your pet.

HEALTH AND WELLBEING

- Any pet staying at The Retreat should be in full good health on arrival; or the Senior Staff should have been notified of any pre-existing medical conditions beforehand. Owner's must disclose any medical issues which have a potential to recur whilst boarding at the time of booking.
- Your pet will have a head to toe health check completed each day by one of our staff members. If our staff have any cause for concern the owner will be notified and vet advice will be sought if agreed or necessary.
- Any pet noticed on drop-off to have mange or ringworm will not be accepted into our care, we reserve the right to charge for the full amount of the booked stay in such cases.
- We ask that you do not drop-off your pet if it has had any vomiting or diarrhoea within 24 hours of their booked stay as we would not want to transmit any illness to our other guests. In such cases we reserve the right for full payment of booked stay.
- Owners authorise for veterinary treatment if necessary while their pet is in the care of The Retreat and will be required to settle in full any vet bills arising as a result of accident or injury during their stay. If your pet becomes unwell The Retreat team will do their best to gain prior authorisation from you before the vet visit, however, this may not be possible in cases of genuine emergency. While in our care your pet will be taken to Spring Lodge for any treatments needed.
- If your pet requires medication for any pre-existing condition, please provide us the medication in a sealed container marked clearly with your pet's name and surname and full instructions of dosage and times given. Please also make us aware of the last time you administered their medication on arrival so that we may properly time their next dosage.

Kennels and Cattery

AGGRESSIVE TENDENCIES

- If any pet within our care proves to be aggressive towards members of staff or other dogs and we become unable to provide adequate care and handling, we reserve the right to terminate their stay, requesting immediate collection and full payment for their booked stay. If you are aware of any behavioural concerns or any health problems which may lead to aggression, we require that you make us aware of them so that we may consider possible solutions and care plans.
- The costs for any repairs caused by damage to our facilities during a destructive pet's stay will be recharged to the owner.

DIETARY REQUIREMENTS

- Prior to boarding please make us aware of any dietary requirements your pet has and any allergies of which you are aware.
- Changes in diet can cause gastrointestinal upset and as such we strongly recommend that your pet is kept on their usual diet. If we do not stock this, we recommend that you bring along appropriate food in sealed containers labelled with your dog's name and surname, along with frequency and amount of feed. If you fail to bring the full amount of food required for their stay, we will not be liable for any conditions caused as a result of diet change.
- All pets will be fed separately.

BELONGINGS

- We provide bedding and enrichment materials at The Grange Retreat; however, we recommend that a pet is boarded with some home comforts to encourage wellbeing and positive interactions. Any damage caused to possessions brought in with pets will not be the responsibility of The Grange Retreat. Owner's leave possessions at their own risk. All possessions will be returned to the owner at time of collection.
- If your pets' belongings become soiled, we will endeavour to wash or clean them, however, we accept no liability for damage when doing so.

GROUP BOARDING PACKAGES

- When an owner books a group boarding package, this will be deemed to count as consent for such a service.
- Changes to a pet's routine or unusual surrounding can result in behavioural changes, even in the closest of companions. As a result, we reserve the right to separate pets in the interest of their own safety where they exhibit aggressive tendencies towards their companions. The team will notify the owner in cases of separation and the owner agrees to pay any further costs on collection relating to the need for a further kennel or pen facility.

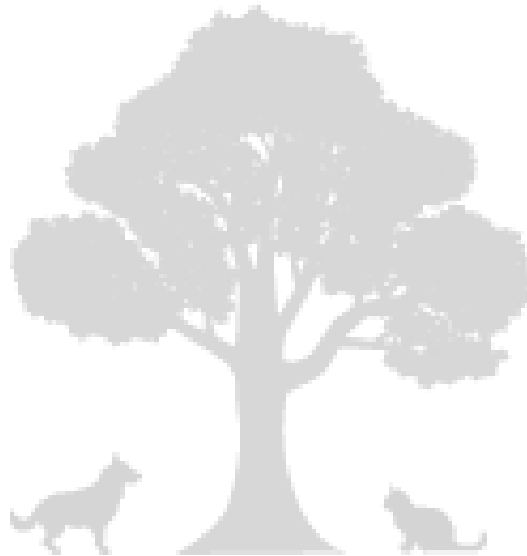
GROUP PLAY FOR DOGS

- All owners booking boarding with The Grange Retreat will be deemed to consent for group play. If your pet has reactive tendencies it is important that you let us know on their personality questionnaire as group play may not be appropriate for all. All dogs prior to group play exercises will be introduced on lead and assessed together by a trained member of staff. If your dog has any characteristics which may make group play difficult or unrealistic, we reserve the right to lead walk instead.
- Those owners that opt for group play must understand that such association bears risks; not all dogs play well together, and if our team find this to be the case the dog will be separated,

and other matches will be found if possible. However, even friendly play can occasionally result in injuries since dogs use both claws and teeth in natural interactions; if any dog is harmed during group play their injuries will be attended to immediately, with in house care if possible or they will be referred to Spring Lodge in cases of more serious injuries. The owner when opting for boarding with group play understands the risks involved and consents to pay in full any vet fees incurred as a result.

SOCIAL MEDIA AND MARKETING

- We aim to regularly update our customers on their pets stay through our social media sites. We use photos of our guests on our social media pages and our marketing materials. You have the right to opt out of this at any point. Please let one of the senior members of staff know in writing if this becomes the case.



THE GRANGE RETREAT

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