

Terms and Conditions for the Acceptance of Boarders at Belham Wood Kennels

All bookings are subject to Belham Wood Kennels Terms and Conditions. Payment of a deposit or receiving a conformation email constitutes acceptance of these terms. These terms and conditions are available on our website, in reception and can also be emailed.

Health

- All dogs must be fully inoculated against Distemper, Hepatitis, Leptospirosis, Parvovirus and Parainfluenza, and must have had a booster injection within the previous twelve months. Boosters must be given a minimum 24 hours before arriving at the kennels and a course re start must be done two weeks prior to arrival. Certificates must be produced on drop off. This information is required under the Animal Welfare Act 2018.
- Canine Infectious Bronchitis (Kennel Cough), We do not insist but we do suggest that you have your dog inoculated against Canine Infectious Bronchitis (Kennel Cough). We cannot be held responsible if a dog contracts Canine Infectious Bronchitis (Kennel Cough), as this is an airborne virus, and no vet fees can be claimed for. If you decide to have this inoculation, it must be done at least three weeks prior to arriving at the kennels.
- It is the responsibility of the customer to ensure vaccinations are up to date and are given within the correct time frame as above. Failure to do so will result in the booking being cancelled and the total bill will be charged.
- Date of last worming and flea/tick treatment and details of products used for worming and flea/tick treatment if administered must be supplied on arrival at the kennels. • If your dogs are insured, you are required to supply the name of the insurance company and policy number. This information is required under the Animal Welfare Act 2018.
- Dogs found to have fleas or worms will be treated as appropriate and charged accordingly. We are not responsible if your dog catches fleas as it is the owner's responsibility to ensure that their dog(s) coming into kennels are suitably covered.
- An emergency contact number that is local to the kennels must be given on arrival. This information is required under the Animal Welfare Act 2018.
- Owners undertake to declare any history of veterinary problems that could reoccur while boarding and to draw attention to any traits or vices their dog(s) may have.
- Medication or Supplements will be administered as instructed by the owner. Belham Wood Kennels will not be held responsible if there are any adverse reactions to medications or supplements. This includes dogs requiring diabetic injections, these are given at the responsibility of the owner.
- Any Veterinary fees incurred due to a current condition/illness of a boarder will be paid fully by the owner. And it is agreed that the owner will pay any vets fees either directly to the vet practise or Belham Wood Kennels.
- Belham Wood Kennels reserve the right to refuse admission or request an owner to collect a dog who is deemed too sick to board or if a dog is deemed too aggressive and a risk to health and safety.
- Pregnant bitches and bitches in season are boarded at owner's risk.
- In an emergency or illness Belham Wood Kennels will contact the owner or his/her nominated contact, if no contact can be made then it will be left at the discretion of the management to the course of action, the provision of veterinary treatment will be provided by our designated vet (Unless specified otherwise).
- I give permission to Belham Wood Kennels to sign, in my absence, for any emergency veterinary treatment as necessary whilst in the care of the kennels. I understand that Belham Wood Kennels will make every effort to contact the emergency number I have supplied to give up to date information regarding any necessary medical care required by my dog(s).
- I agree that Belham Wood Kennels will if needed take my dog/s to my own vet but if this is not possible then they may use another local vet.
- I agree that Belham Wood Kennels may contact the vets that my dog/s are registered at for any details that are required or in case of emergency.
- Whilst every possible care and attention is given to each dog/s boarded at these kennels, Belham Wood Kennels cannot be held responsible for loss, either from illness, or other cause.
- Dogs from the same ownership/family sharing a kennel do so at owner's risk, we cannot be held responsible for any injury caused including any as a result of aggressive or over exuberant behaviour from one dog to another. Any vets' fees will be paid fully by the owner. And it is agreed that the owner will pay any vets fees either directly to the vet practise or Belham Wood Kennels, any additional fees resulting from the dogs having to be split will be paid fully by the owner.
- Any Veterinary fees incurred due to accident or illness including exuberant behaviour whilst boarding which has not caused as a result of the fault of Belham Wood Kennels will be paid fully by the owner. And it is agreed that the owner will pay any vets fees either directly to the vet practise or Belham Wood Kennels.
- Any veterinary fees incurred due to accident or illness whilst boarding which has been caused as a result of the fault of Belham Wood Kennels will be paid fully by Belham Wood Kennels or arising within 36 hours of departure to a max of £250 (unless caused as a result of aggressive or over exuberant behaviour).

Collection & drop off

- All Drop off and Collections are strictly by appointment only during business hours which must be pre booked via Phone or Email - Monday –Friday 8.30am - 12noon & 1.30 pm - 5.00pm. Saturday 9.00am to 12noon Closed Sundays and Bank Holidays. If a customer is late Belham Wood Kennels Reserve the rights to charge a late/out of hours drop off/collection fee of £10.

Deposits, Cancellations, and payments

- We reserve the right to revise our prices when necessary.
- Boarding fees are payable in full at the time of collection before the removal of the dog from the premises.
- If the client collects their dog earlier than the agreed date, they are liable to pay for the original booking no refunds are given.
- All dogs will be charged boarding for the day of arrival. If collected before 12.00 noon on the date of departure no charge will be made for that day.
- Dogs arriving late will be charged from the original date of booking unless at least 14 days prior notification.
- 14 days prior notice from original stays start date must be given to cancel a booking or the total bill will be charged.
- A deposit will be required at the time of booking which can be paid either by cash, or bank transfer, a booking is not confirmed until we have received the agreed deposit.
- All deposits are strictly non-refundable and non-transferable.
- Due to the ongoing situation with Covid-19 customers book at their own risk that the travel plans may be cancelled. Due to being a small business affected by covid-19 we have to enforce our standard terms and conditions during this time.
- In the event of a dog not being collected and boarding fees not being paid, the proprietor may find alternative arrangements for the dog concerned after giving 14 days' notice to the owner, or his representative at their last known address.
- Grooming, bathing, and transport are not included in boarding fees and are charged as an extra cost.
- Bookings on the 25th, 26th December and 1st January are charged at double rate.
- Any booking that falls between the dates of 24-31st of December is required to be paid in full by the 1st of December. A refund will only be given if 14 days' notice is given.
- Any bookings made after the 1st of December that fall between the dates of 24-31st of December will be required to be paid for in full at the time of booking.

Other Terms

- Belham Wood Kennels retains the right to refuse admission to any dog for whatever reason
- All beds, bedding, toys, collars, leads etc. are left at the owner's risk. The Kennels will not be responsible for lost or damaged items.
- Toys will not be provided in each kennel by Belham wood kennels. Owners wishing to provided toys do so at owner's risk, we cannot be held responsible for any injury caused by dogs eating toys.
- Toys will be provided in the field and play areas by Belham Wood Kennels owners wishing their dogs not to have access to such toys should notify
- Belham Wood Kennels. Belham Wood Kennels cannot be held responsible for any injury caused by dogs eating toys.
- Dogs must be always on a lead upon arrival and departure and Dog collars must be secure and fitted with an identity disk
- We accept no responsibility for loss or injury in the car park.
- Permission is given for Belham Wood Kennels to take photos of your dog's stay to use on Facebook, advertising, or our website.
- If a dog boarding at Belham Wood Kennels causes any damage during their stay the repair costs will be applied to the bill.

Data Protection

Under the Animal Boarding Establishments Act 1963 and conditions of our Animal Boarding Licence. The recording of your data is necessary for Belham Wood Kennels to comply with the law, to assist in good animal care and in dialoguing with your vet if necessary for the care of your pet. In accordance with new GDPR (General Data Protection Regulation) laws we have updated our privacy policy in which we explain how we use your personal data. This update builds upon pre-existing laws, and we strive to take the best practice with regards to collection, storage and processing of client's personal data and will continue to do so. Here at Belham Wood Kennels. we take the privacy and security of our client's personal data very seriously and operate to the highest standard to protect our client's personal data, what information we hold. For the smooth and efficient running of Belham Wood Kennels we need to keep a record of: Your name, Your address, Your landline and mobile telephone numbers, Your email address, Contact details of another responsible person in case of emergency, Your pet's details e.g. name, the name and telephone number of your veterinary surgeon Why we hold this data: We store data about clients to ensure we can contact them by mail, telephone or email in an emergency and about bookings. Your permission - Upon your arrival you will be asked sign Belham Wood Kennels Terms and Conditions as listed above and giving your permission for Belham wood kennels to hold your data and use as appropriate for the reasons outlined above. Belham Wood Kennels will notify you if any changes are made to the terms and conditions for a new copy to be signed and kept on file. Belham Wood Kennels will not share any data with any other third party other than Local Authority officers who have a right to see your data and your vet who may need your emergency contact number and will crosscheck your address. You may request to see all the personal data we hold on to you (we are allowed 30 days to provide it). We only keep your data for the reasons outlined above and we will destroy your data if we have had no contact with you for 6 years. If you wish you may opt-out of marketing.

I hereby agree to all the above terms and conditions for each time my dog/s board with Belham Wood Kennels