

# Pets World Kent

Cranbrook Road, Staplehurst, Kent TN12 0EU  
01580 892409

## Conditions of Acceptance for Boarding Dogs & Cats Terms, Conditions and Legal Requirements 2022/2023

### IMPORTANT

By making a payment , you acknowledge that you have read and agreed with our terms and conditions.

All bookings are made on the assumption that you can provide a full up to date vaccination card for each pet, a copy of which will be kept on file and must be updated after each kennel cough vaccination and/or yearly vaccination. It is the owners responsibility to ensure that vaccinations (including kennel cough) are up to date. Pets will not be admitted to the kennels/cattery without up to date vaccinations and payment made for that booking will be forfeit.

**HIGH SEASON:** June, July, August and September. During High Season all bookings are subject to a minimum 5 day boarding charge

**CHARGES** Charges are per day. The day of arrival is charged regardless of the time of arrival. No charge is applicable for day of departure if you collect before 10am (this must be arranged at the time of booking); collections after 10am will incur an extra days charge. Please contact our office for current prices and Quotation. Seasonal variations apply. We reserve the right to review our boarding charges when necessary.

#### **PAYMENT**

From 1<sup>st</sup> December 2022 full payment is required at the time of booking. All payments are non-refundable or transferable. **Bookings are not secured until full payment has been received.** Any extra costs incurred during your pets stay must be settled on departure.

#### **CANCELLATION POLICY**

All cancellations or amendments must be in writing. We cannot accept cancellations made via telephone. All payments are non-refundable. In the event that you need to cancel your booking please note our cancellation policy. This policy is applicable in all cases of cancellation and is strictly enforced. No refunds will be available.

**28+ days notice:** Credit payment for future booking minus a £50 admin fee.

**Less than 28 days notice:** Full payment of booking will be forfeited.

By signing this document you are stating that you have read Pets World Kent's cancellation policy thoroughly, that you understand the conditions and agree that any booking you make is bound by these conditions and is Legally Binding

In extraordinary circumstances, we may have to make the decision to cancel a booking. In this situation clients will be entitled to either a customer credit for the payments applied to the affected booking(s) or a refund; clients will not be entitled to any other form of compensation

#### **PETS FROM THE SAME HOUSEHOLD SHARING**

Address must be verified via veterinary records showing that the pets are registered at the same address. Pets are boarded together at the owners risk. Should we need to separate them for their own safety, the extra accommodation (if available) will be charged. If this is not possible, an emergency contact must be provided who can collect the pet(s). No refund will be given. Any veterinary costs incurred as a result of injury caused by sharing pets are the responsibility of the owner and must be paid on departure.

#### **REDUCED BOOKINGS/EARLY COLLECTIONS**

No refund will be given for any adjustments made with less than 28 days notice. We do not give credits or refunds if you pick up earlier than your confirmed departure date.

#### **EXTENSION TO BOOKINGS**

Whilst we will endeavour to accommodate requests to extend bookings, they are subject to availability and cannot be guaranteed.

#### **NON COLLECTION OF A PET**

Pets World Kent reserves the right to take any action deemed fit with respect to your pet in the event of non collection and/or contact by the owner within 7 days from the due date of collection

#### **INSURANCE**

We strongly advise that you check that your travel insurance includes cover for your boarding fees in the event that you have to cancel your booking.

We strongly advise that owners provide their own pet insurance for the duration of their Pets stay; we will require proof of insurance on check in. **Please note that all outstanding veterinary bills must be settled by the owner on departure, regardless of the owners proposed or on-going insurance claim.**

## VACCINATIONS

All bookings are made on the assumption that you can provide a full up to date vaccination card for each pet, a copy of which will be kept on file and must be updated after each kennel cough vaccination and/or yearly vaccination. It is the owners responsibility to ensure that vaccinations (including kennel cough) are up to date. **We reserve the right to reject all pets that do not meet our vaccination policy. Pets will not be admitted to the kennels/cattery without up to date vaccinations and payment made for that booking will be forfeit.**

All annual vaccinations and kennel cough vaccinations must be administered no less than **10 days prior to arrival;** **your pet will be refused if this vaccination protocol is not adhered to and no refunds will be given.** Proof of vaccination MUST accompany each pet on their first visit and following each yearly vaccination.

Kennel Cough is airborne and can be contracted anywhere; therefore Pets World Kent cannot be held responsible/liable for any dogs contracting Kennel Cough whilst in their care.

**Dogs** – All dogs must be vaccinated on a yearly basis by a licensed veterinary surgeon against Canine Hepatitis, Parvovirus, Distemper and Infectious Bronchitis (Kennel Cough) for the duration of the stay, vaccinations must be administered at least ten days prior to arrival. We highly recommend that your dog is vaccinated against Leptospirosis, if you decide against this we will require you to complete a disclaimer.

**Cats** – All cats must be vaccinated by a licensed veterinary surgeon against Feline Infectious Enteritis (FIE), Feline Herpesvirus (FHV-1) and Feline Calicivirus (FCV) for the duration of their stay. We highly recommend that your cat is vaccinated against Feline Leukaemia Virus (FeLV).

## VETERINARY TREATMENT

**Please note that all outstanding veterinary bills must be settled by the owner on departure, regardless of the owners proposed or on-going insurance claim.**

**We strongly advise that owners provide their own pet insurance for the duration of their Pets stay;** we will require proof of insurance on check in. Any veterinary attention required during the pets stay is at the expense of the owner/legal guardian. Pets World Kent reserves the right to recover any additional and reasonable costs incurred during your pets stay including staff and travel expenses.

The owner declares that their pet(s) being boarded are in good health and it is the responsibility of the owner to inform us of any medical conditions the pet(s) may have.

We reserve the right to consult a veterinarian of our choosing and to take any action we deem necessary for the welfare of the pet whilst in our care, this includes but is not limited to consultations, medications, hospitalisation and euthanasia where deemed necessary by the veterinarian for the animals welfare; please note that we will attempt to make contact prior to authorising euthanasia but if this is not possible you give us authorisation to make this decision on your behalf. All veterinary fees are the responsibility of the owner and must be settled on departure.

Pets World Kent's staff will notify you if we have any concerns which require emergency veterinary attention; any concerns which require non-emergency veterinary attention will be explained on check out.

Whilst every possible care and attention is given to each animal boarded at Pets World Kent we cannot be held responsible for any loss or ongoing medical conditions.

We require an emergency contact/legal guardian (over the age of 18) to be authorised to make decisions on the owner's behalf if the owner is unreachable.

Pets World Kent is authorised to transport your pet(s) in the case of veterinary visits; transport costs will be charged to the owner.

The owner is responsible for notifying Pets World Kent of any medical/behavioural information relating to each pet on arrival. All medication that accompanies your pet must be clearly marked with the pet's name, the dosage, frequency and the type of medicine clearly stated.

If any health issues are discovered which may be contagious or we believe may need treatment on check in we will require your pet to be checked by a veterinarian before they are checked in. We reserve the right to refuse admission to any pets showing signs of ill health.

## ESSENTIAL INFORMATION

We reserve the right to refuse any pet to which, in our opinion, boarding would be detrimental to their physical or psychological wellbeing.

We reserve the right to refuse admission to any animal showing signs of aggression.

Dogs must be on a lead at all times during their arrival and departure. We accept no responsibility for loss or injury in the car park or on the premises. Cats must arrive and depart in a secure basket, carrier or case.

No fee reduction is made when the client supplies their pets own food; all food must be clearly labelled with the pets name and quantity. If your pet is fed on raw food we require each meal portion to be individually bagged and marked with the pets name.

**Pets World Kent is not able to board female pets in season; as a result all females over the age of 6 months must be spayed, confirmation from your vet will be required. We require all male cats over the age of 6 months to be neutered.**

All dogs are to wear a flat collar with a valid identification tag.

All pets must be up to date with an appropriate flea and worming regime. In the event of us finding fleas on your pet we reserve the right to apply an appropriate flea treatment, the charge for the treatment will be the responsibility of the owners on check out. If your pet is due a worm or flea treatment whilst in our care this must either be purchased in store or supplied to us on check in, detailed with your pets name and the date the treatment is due.

Clients are welcome to bring a small bag with a comforter and safe rubber/plastic dog toys (soft toys and/or rope toys will not be accepted), we recommend size-appropriate Kong or Nylabone products. All belongings left with animals are left at the owners risk. We ask that belongings are clearly named. Toys/comforters are accepted on the understanding that Pets World Kent does not take responsibility for any damage or loss of personal items during your pets stay.

Pets World Kent reserves the right to attend to any concerns with regards to your pets coat that would affect its health and welfare during its stay with us.

All photographs, videos and/or digital recordings which Pets World Kent takes of your pet is the sole property of Pets World Kent and can therefore be used as Pets World Kent sees fit on their social media pages, website and/or in advertising material.

Pets World Kent reserves the right to recover any additional and reasonable costs incurred as a result of your pets stay including staff and travel expenses.

I confirm that I have read and understood the above Terms & Conditions and I understand that I leave my pet entirely at my own risk and while Pets World Kent will endeavour to provide the utmost care for my pet, they cannot be made liable for any unexpected illness or injury.

Sign.....

Print.....

Date.....

Pets Worlds Kent reserves the right to change any of or in whole these terms and conditions without giving any notice

**Authorised Collectors**

I authorise the following people to collect my pet(s) from Pets World Kent. I understand that only the people named below will be allowed to collect my pet and that they must bring photo ID (e.g. Driving License, Passport etc....) or they will not be able to collect my pet and a charge will be applicable for any extra days incurred.

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Sign.....

Print.....

Date.....

**Socialisation Disclaimer**

I request that my pet(s) are socialised with appropriate other dogs during their stay at Pets World Kent. I understand the risks which are involved when dogs socialise and absolve Pets World Kent of any responsibility if my dog is injured during socialisation sessions. I am aware that I will be liable for any veterinary and transportation costs which may occur as a result of any injury, these costs will be due on check out.

Play style (e.g boisterous, quiet, unknown) .....

.....

Socialisation requests (breed/gender/neuter status to avoid) .....

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Sign.....

Print.....

Date.....

**Multiple Animal Consent Form**

I give full consent for my animals to be housed together within Pets World Kent. I am aware that staff will make regular behavioural observations and will pass on any concerns or relevant information on check out.

I give Pets World Kent authorisation to separate my animals if they see fit and am aware that I will be responsible for any extra costs incurred.

Sign.....

Print.....

Date.....

**Medical Records Consent**

I hereby consent to Pets World Kent authorising Goudhurst Vets (or Newnham Court Vets out of hours) to obtain the medical records of my pet:

Pets Name .....

From:

.....  
(name of pets registered veterinary practice)

Signed.....

Print.....

Date.....