

ASHGATE — BOARDING TERMS AND CONDITIONS

Ashgate Kennels and Cattery is a family run business and we try to be as flexible as possible within our licence conditions. For legal reasons and reasons of safety for all concerned we need to state our terms. Owners are deemed to have accepted these conditions by signing our waiver on arrival

VIEWINGS

To maximise security and limit disturbance to our guests viewings are allowed between 10.30am and 12 noon Monday to Saturday by arrangement only.

OPENING TIMES

We take care of your pets 7 days a week and we are open to arrivals and departures 6 days a week..

Check in times - 9am to 12 noon

Check out times – 9am – 12 noon and 4pm – 5pm Monday to Saturday (afternoon checkouts subject to late checkout fee per pet)

We are closed Sunday afternoons, Christmas Day, Boxing Day and New Years Day for arrivals and departures

BOOKING / PAYMENT TERMS

All fees are payable on arrival. We accept payment by most credit / debit cards or cash. We do not accept cheques or BACS payments.

A deposit is required for all bookings of 5 days and over and for peak periods i.e Christmas. This deposit is non-refundable .

Your pets accommodation will be available for use from 9.00am on your arrival date and until 5.00pm on the date of departure. We prefer pets to be brought in as early as possible to help them settle and experience a full day with the staff, particularly for first –time boarders.

Dogs are only accepted for stays after they have completed a one night trial to ensure they settle with us and do not cause a disturbance or are aggressive or unmanageable.

Cats are accepted for a minimum 2 night stay – we regret to say we do not accept un-neutered males over the age of 7 months.

Alterations to dates giving two weeks or more notice will be accommodated where possible. Pets arriving late will be charged from the original date of booking unless prior notice has been given.

A telephone/provisional booking request is not accepted as a booking. The booking request will be confirmed by email if accommodation is still available. **Required deposits are requested to be paid within 48 hours of this confirmation or the kennel will be made re-available. As we operate on a first-come first-served basis with booking, it is important deposits are received on time to avoid disappointment.**

All cancellations within 48 hours of arrival date are subject to payment of the boarding fee in full. If your pet is collected early, no refund of the remaining dates booked will be offered.

Customers are required to bring a completed booking form and sign our booking waiver on admission on the first stay. Customers are asked to inform us of any changes to the booking form information on each subsequent booking. The information on the booking form is entered onto our computerised booking system.

No animal will be accepted without an emergency UK contact name, address and phone number who can collect your pet should it become necessary. Owners must make the contact aware of the responsibility. We have our own insurance to cover accidents whilst in our care, the insurance does not cover pre-existing medical conditions or illness during your pets stay. Please provide details of your own insurance cover.

All owners are required to book in through our reception team and sign the necessary waiver forms. Pets are collected from the car once the booking in procedure is completed. Dogs must be on a lead and cats in a secure cat carrier. Cat carriers are to be left with us in safe storage for use in the case of an emergency.

Owners are not allowed into the kennel or cattery areas unless agreed and accompanied by a member of Ashgate staff.

VACCINATIONS & IDENTIFICATION

To be accepted into the kennels, all dogs must be fully inoculated against Distemper, Hepatitis, Parvovirus, Para Influenza, Leptospirosis, Intrac and Canine Infectious Bronchitis (Kennel Cough) within the last 12 months and not less than 2 weeks prior to boarding. Vaccination certificates must be seen prior to boarding. All dogs must be microchipped and current owners details registered with an approved database.

Cats will not be accepted into the cattery unless they are fully vaccinated against Feline Infectious Enteritis and Feline Upper Respiratory Infections (cat flu), Vaccinations must be completed at least 14 days before admission. From June 2024 cats must be microchipped and current owners details registered with an approved database.

TEMPERAMENT/CONDITION

All animals must be fit, in good condition and of pleasant temperament when entering Ashgate. In event of your animal falling ill during boarding we reserve the right to call in a veterinary surgeon. All costs to be borne by the owner. This will include any veterinary call-out charges, transportation etc. It is the owners responsibility to ensure there are sufficient funds to cover this. We reserve the right to turn away any animal which we feel should not be boarded.

Please Note that any animal showing signs of Canine Infectious Bronchitis (Kennel Cough) or Feline Upper Respiratory Infections (Cat Flu) will be turned away.

It is emphasised whilst every care and attention is given, the proprietors accept no responsibility for injury due to your animals behaviour whilst boarded in the kennels/cattery. Owners are liable for any damage inflicted upon staff or property by their animal(s).

Should any animal be found to be hosting fleas, the person responsible for collecting the animal at the time of collection, is responsible for all costs of treating the animal and surrounding environment considered necessary by Ashgate.

BELONGINGS

Beds and toys are not required, they will be supplied. Please note we cannot accept responsibility for loss or damage of any type of bedding, toys, leads etc. The kennels/cat suites are cleaned daily and toys are easily lost when bedding is changed. Therefore we ask you not to bring anything precious which you would not wish to lose. We cannot guarantee bedding will be returned in the same condition as it was brought in. Any destroyed or heavily soiled bedding will be disposed of and not replaced. It is the owner's responsibility to notify any persons prior to collecting any animals on their behalf of this condition. Collars must be worn by dogs at all time and owners must ensure they cannot slip their collar or lead. Kennel staff will use our own slip leads to accept and return animals. We require cats to have collars, including flea collars, to be removed before they are admitted. Flea collars are not deemed to be adequate flea prevention.

ABANDONED ANIMALS

In the event of an animal not being collected within 14 days of the departure date, we will try to trace/communicate with the owner / contact before proceeding with legal action. Pets will be offered for re-homing after 30 days.

HEALTH and WELL-BEING

In accordance with animal welfare, a condition of boarding is that your pet is in a fit and healthy condition, has proof of vaccination, and that all medical conditions are declared upon admission. In addition to vaccinations all pets must be treated for fleas and worms and information given on the booking form.

For safety reasons, all dogs will be moved on a kennel slip lead during their stay – dogs with short muzzles or breathing conditions will be moved on their own harness.

If your pet should appear unwell whilst in our care, we will make every effort to contact you. Your pet will be treated by our own on-call vet Langport Veterinary Centre and by signing our waiver you are giving us permission to allow the vet to undertake whatever medical action is required including euthanasia. You also agree that our vet may contact your own vet for medical history.

If your pet requires medication during its stay, full details of medication and its method of administration must be given at time of admission. Sufficient medication to last the length of booked stay must be provided by the Owner in the medications original wrapping. If your pet is on a veterinary diet the same conditions apply. We are unable to administer injectable medication or treat

existing wounds. If this is required, we can arrange this to be carried out by our on call vet. The owner is responsible for costs involved including travel time.

Dogs and cats are boarded at the owners own risk and whilst every care will be taken, Ashgate Kennels and Cattery cannot be held liable for illness, injury or death of any animal in their care.

DATA PROTECTION NOTICE AND PERMISSION TO HOLD CONTACT DETAILS

To comply with the current legislation on data protection we must tell you that we hold personal data about you, why we hold it and that we have your permission to retain it. We store data about clients to ensure we can contact you by mail, telephone or email:

- a) In an emergency
- b) To confirm bookings
- c) To remind you of bookings
- d) To give you pet updates whilst they are in our care
- e) To use photos/videos of your pet on our social media
- f) To send newsletters and any special offers or-out of any promotions

You can opt-out of any marketing contacts if you wish by ticking the appropriate box on our online booking system or by ticking the box on the booking form. Any data we hold will not be provided to any other person or business except as required by law.

You may request to see all the personal data we hold about you (by prior arrangement)

We only keep your data for the reasons outlined above

The software we use deletes all your data if we have had no contact with you for 2 years

We keep a record of:

Your name, address, landline, mobile number, email address, emergency contact, details of your pet, name and number of your veterinary surgeon

By signing our waiver on arrival you are agreeing to these terms and conditions