

MUTTLINS BOARDING KENNELS
PROSPECT FARM, FERRY LANE, THEARNE HU17 0SD

TERMS AND CONDITIONS

Please ensure your pet arrives in a safe manner, on a lead/harness and they remain your responsibility until officially handed over to a member of staff.

VACCINATIONS

The annual health check & vaccination is a mandatory requirement of East Riding of Yorkshire Council (ERYC) before any dogs can be admitted. All animals must have up to date vaccinations *. Certificates will be inspected upon arrival and copies made. Conditions to be included: - Canine Distemper, infectious canine hepatitis, canine parvovirus, leptospirosis, kennel cough and other relevant diseases. If in doubt please enquire with your local vet.

* Initial vaccinations must be given 2 weeks prior to boarding – this is a stipulation of ERYC. The kennel cough vaccine is a live vaccine and should be administered at least 4 weeks prior to boarding.

Kennel Cough - Please note that there are many strains of tracheobronchitis (kennel cough) and the vaccine does not give complete protection. We will not be liable if your dog catches kennel cough and you, as owner, take full responsibility should your pet be affected. The kennel cough vaccine is a live vaccine and should be administered at least 4 weeks prior to boarding.

All pets should have been recently treated for fleas and worms. If it proves necessary to treat your pet for either of these conditions it will be done at your expense.

We reserve the right to refuse admission if a dog is showing signs of ill health or is of unreliable temperament.

Puppies are accepted from 4 months of age but there must be 2 weeks after initial vaccinations are complete.

BOARDING

Every possible attention will obviously be given to your dog whilst in our care, however all dogs are boarded entirely at their owners own risk

If your dog has a pre - existing medical condition, any medication required should be supplied with clear written instructions, in sufficient quantity for the durations of their stay. Any costs involved in obtaining a further supply would be the owner's responsibility.

We reserve the right to contact/visit a veterinary surgeon with your dog should we feel it necessary and all costs involved will be the responsibility of the owner.

Owners must inform us if their dog has any aggressive tendencies towards other animals or humans or if they have ever been attacked by another dog.

We require you to bring sufficient food for the duration of your pets stay. We find this to be much better for their digestion. Please do not bring feeding bowls, we supply these.

Dogs can share a kennel with another dog from the same family if the owner gives their written consent. Any pets do so at their owners risk and we will not be responsible for any associated vets bills. We may separate dogs sharing if we feel it is necessary and in these instances an additional charge will be incurred.

Everything else that your pet may need will be provided but should you prefer to bring a bed, comfort blanket or toy they must be in a clean condition and parasite free. We will of course endeavour to look after these items but in the event that they become lost or damaged we will not be held responsible.

Any lost property items will be kept for a month and if not claimed will be donated to Hull Animal Welfare.

We reserve the right to rehome any dog not collected within 14 days of the booked departure date, if no contact/explanation is forthcoming from the owner or their representative.

WALKING

A collar and lead, harness or other appropriate dog walking equipment should be provided by the owner in good working order.

Unless specified dogs will be exercised at least 2/3 times a day in small groups off lead wherever possible. We have a secure paddock exclusively for this purpose. They will also have an evening comfort break prior to being settled down for the night.

We will, of course, use our personal judgement regarding the amount and type of outside exercise in extreme weather conditions, and have inside areas to use in such instances.

DATA PROTECTION

We only collect and retain information pertinent to our legitimate business purpose of caring for your dog. We will never share this information with any third party.

CHARGES

All charges stated are for 1 x night. That is drop off between 2 -3 pm and collect at 10-11am. A £10 additional fee will be levied on the day of departure if not collected before 5pm and after 5pm an extra overnight charge of £20 will be incurred.

Kennel Boarding

£20 per night per dog + £14 per night for second family dog sharing.

For a one or two night stay there is a minimum charge of £25 per night per dog + £15 per night for a second family dog sharing.

Day Care

£15 per day 8am – 6pm. An additional charge of £2 per hour or part thereof for late pickups and only by prior arrangement.

A 25% non - refundable deposit is payable upon booking, please. No booking will be confirmed until this has been received. The balance is due 7 days before admission date.

Any cancellation not notified in writing before 2 weeks of commencement may incur billing of the balance due if we are unable to re - book the kennel.

The full boarding fee is payable for the entire period booked regardless if you return early to collect your dog or drop off your dog later than expected.

Payment may be made by Bacs or cash.

HOURS OF OPENING

Monday – Friday	10 - 11am - Collections and 2 - 3pm – Drop-off
Saturday	10 - 11am - Collections and 2 - 3pm – Drop-off
Sunday	11 – 12 noon – Collections and Drop-off

Please note.

We are closed for collections and drop offs on Easter Sunday, Christmas Eve, Christmas Day, Boxing Day, New Year's Eve and New Year's day.

Our prices are £30 per night for these dates and no dog will be accepted for less than 3 nights during these Bank Holiday Periods.

PARKING

There is ample parking outside our premises for dropping off or collecting your pet. We are not responsible for any loss or damage to vehicles whilst so parked.

WEBSITE AND SOCIAL MEDIA

Photographs of the dogs are often taken and these may include images of your pet whilst in our care. They may be posted on social media and of course used to send to their owners via their preferred method.

Please be aware that our entrance gates are closed and locked at all times for the safety of your pet.

In case of emergency a mobile telephone number will be on the sign on the gates.

*Muttlines Boarding Kennels Terms & Conditions
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