

# Muttlins Boarding Kennels

## Terms and Conditions 2023

### **VACCINATIONS**

The annual health check & booster vaccinations carried out by a vet is mandatory before any dogs can be admitted to Muttlins. All boarders 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 and other relevant diseases. Vaccinations must be administered a minimum of 2 weeks prior to boarding.

### **KENNEL COUGH**

The kennel cough vaccine is a live vaccine and should be administered at least 2 weeks prior to boarding. This vaccine is not mandatory but is recommended.

Please note that there are many strains of tracheobronchitis (kennel cough) and the vaccine does not give complete protection from all strains. We will therefore not be responsible if your dog catches kennel cough during their stay. The owner will be responsible for the cost of any consultation/ treatment required during boarding if kennel cough is contracted.

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 and they must be a minimum of 2 weeks post initial vaccinations.

### **FLEA AND WORM TREATMENT**

All dogs should be up to date with their veterinary prescribed treatments for fleas and worms.

Any dog showing signs of a worm or flea infestation on arrival will not be accepted for boarding. Any deposit paid will not be refunded and the owner will be liable for the cost of the full duration booked.

Any dog requiring flea or worm treatment during their stay will be medicated as advised by our registered vet. The owner will be responsible for the cost of all treatment and any associated costs related to the dog hosting parasites and the contamination to the surrounding environment.

## **HEALTH / ILLNESS**

No dog will be accepted to board unless in good health, condition and of a sound temperament. On arrival to the best of your knowledge your dog must not be suffering from or carrying any infectious or contagious diseases and must not have been in contact with any such disease within the last 30 days.

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

Every care and attention will be given to your dog whilst boarding with us, however all dogs are boarded entirely at the owners risk. We recommend that your dog has the necessary insurance cover. Please also notify your vet that you will be using our services and seek clarification regarding their policies about third party care whilst you are away.

In the unfortunate event that your dog becomes ill whilst boarding with us we will attempt to contact the owner or emergency contact to inform them and discuss. If for any reason we are unable to do this we will contact your nominated vet, if this is not possible, we reserve the right to call in another veterinary surgeon or take your pet to our nominated 24hr vet.

Your emergency contact may be required to authorise treatment for your pet, you must ensure your contact is aware of their responsibilities.

Any veterinary costs will be the responsibility of the owner it will also be the owner's responsibility to claim back any cost from their insurer. This may include, but not be limited to, veterinary call-out fees, transportation, treatment and veterinary accommodation costs.

Please inform us if your dog suffers from any allergies or intolerances.

## **FEEDING**

Please provide sufficient food for the duration of your dogs stay. Maintaining your dog's usual diet is better for their digestion and helps to mitigate against an unsettled stomach and reduce stress. We can cater for raw or dry food dietary needs or any other special dietary requirements. Clear instructions on your pets feeding regime must be given at time of booking. You do not need to bring feeding /drinking bowls as we can supply these.

## **BEHAVIOUR**

Owners have a responsibility to inform us if their dog has any aggressive tendencies towards other animals or people, or if they have ever been attacked by another dog or bitten a person or another dog.

We reserve the right to refuse the boarding of any dog that we think would be unsuitable in our boarding environment.

Should a dog display aggressive behaviour that warrants removal from the kennels at the earliest possible opportunity, the owner or emergency contact will be requested to collect the dog. We emphasise we will take the best of care of your dog during their stay, however we do not accept responsibility for injury due to the behaviour of any dog whilst boarding with us. The owner is fully responsible for any loss damage injury or cost incurred, as a result of your dog/s behaviour, which is inflicted on any staff member, visitor, another dog or property including beds and bedding.

Dogs from the same household ONLY can share a kennel with another dog from the same family if the owner gives their written consent. If it is requested that dogs are boarded together, we do not accept responsibility for any injury incurred due to dogs' playing or fighting with each other. We reserve the right to separate dogs should we deem it necessary. If another kennel is used for this purpose the owner will be responsible for the cost at our current daily rate.

## **BELONGINGS**

A collar with an appropriate identification tag, lead, harness or other appropriate dog walking equipment should be provided by the owner in good, safe working order.

Everything is provided for your dog during their stay 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 charity.

## **EXERCISE**

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 several comfort breaks during the day and 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.

## **ABANDONED DOGS**

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.

## **MICROCHIPPING**

All dogs must be microchipped as required by law.

## **CHARGES**

### **Our Prices – 2023**

#### **Overnight Kennel Boarding**

1 x dog per night £30.00  
2 x dogs per night £48.00  
3 x dogs per night £58.00

4 + dogs please contact us to discuss prices.

Please note that for a one or two night stay only there is a charge of:

1 x dog per night £38.00  
2 x dogs per night £55.00

#### **Day Care Weekdays (8am to 5.30pm)**

1 x dog per day £25.00  
1 x dog per half day (4 hours) £18.00

2 x dogs per day £38.00  
2 x dogs per half day (4 hours) £28.00

#### **Day Care Saturdays (Subject to availability) 9am – 5pm**

£30.000 per day  
£24.00 per half day (4 hours)

Please note we are closed for day care on Sundays and all public bank holidays.

#### **Bank Holidays**

We are closed for collections and drop offs on all Bank Holidays including Good Friday, Easter Sunday, Christmas eve, Christmas day, Boxing day, New years eve and New years day and these bank holiday periods must be booked for a minimum of 3 nights.

All Bank holidays (also including Christmas Eve and New Year's Eve) are charged at:

1 x dog £40.00 per night  
2 x dogs £58.00 per night

There is an additional charge of £10 per hour for later pickups, this is only by prior arrangement.

A 25% non - refundable deposit is payable upon booking. 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 4 weeks of commencement will 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.

Payments may be made by cash or BACS.

## **DROP OFF & COLLECTION**

All dogs must be on a lead when arriving/departing MuttLins or when returning them to a vehicle. Owners are responsible for the safety of their dog during this time, and should any dog slip their lead or there is an altercation between dogs we will not be responsible for any personal injury or damage.

Please ensure drop off and collection within the stated opening times.

## **OPENING TIMES**

Monday to Friday: 10 - 11am & 2 - 3pm Collection and Drop-off  
Saturday: 10 - 11am - & 2 - 3pm Collections and Drop-off  
Sunday: 11 - 12 noon only - Collections and Drop-off

Please email to arrange a viewing as we are always busy looking after our guests.

## **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.

If unable to collect your dog on the scheduled collection date, then you must ensure you or your nominated person contacts us. If we have the availability, your dog can stay for the extra time at our standard rates.

Dogs that are collected before the pre-booked collection date, will be charged the full price of the original booked stay – regardless of reason for the early collection.

Cancellations made within 24hrs of the arrival day and / or no shows will be charged 100% of the total value of the booking.

We request that all cancellations are done in writing within a minimum of 4 weeks' notice of the scheduled arrival date.

If a minimum of 4 weeks' notice is given and deposit payments have been paid a full refund will be given.

If proof of all current vaccinations is not shown on arrival, we will not accept your dog for boarding, your deposit will not be refunded and you will need to pay the full cost of the pre-booked stay.

The need for day care can change at the last minute resulting in a dog no longer needing to be boarded. However we still need as much advance notice as possible should the need arise to cancel or re-schedule a booking.

Cancellations must be made a minimum of 48 hours in advance of the pre booked date. Cancellations made after this time will still need to be paid for.

We also offer the option to swap unwanted day care dates within the same week to avoid any unnecessary charge subject to availability.

During busy periods of high demand such as school holiday periods, there may be a restriction of day care availability and customers will be

given as much advance notice of this as possible should we be unable to accommodate your dog.

Returning customers who have already completed a booking form do not need to repeat this process. They are however, responsible for notifying us of any changes to the original form including their contact information, up to date vaccination details and changes to the specific needs of your dog.

## **PARKING**

There is ample parking outside our premises for dropping off or collecting your pet. Parking is undertaken at your own risk. We will not be responsible for any loss or damage to vehicles or personal belongings during this time.

**Please ensure your pet arrives and departs in a safe manner and is on a lead.**

## **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.

## **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. Please read our **Privacy Policy** for further details.

**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 is on the sign on the gates.**



Please also read our [FAQ's](#) for more information about bookings, payments and vaccinations. By leaving your dog in our care you are therefore accepting in whole, our terms and conditions. These can be viewed on our website. You can download a copy of them [here](#).

**These Terms and Conditions are effective from 1<sup>st</sup> April 2023 and supersede any other version.**

**Muttlins reserves the right to amend its Terms and Conditions of Business without prior notice.**