

Dukesmead Boarding Kennels & Cattery

Ogbourne St George,
Marlborough,
Wiltshire
SN8 1TB



Kennels & Cattery Terms & Conditions

Reception Opening hours

Mon, Tue, Thur, Fri, Sat, 9am – 4pm.

Sunday and Bank Holidays, 9am – 12pm.

Wednesday, closed all day during off-peak season.

(Peak season, normal weekday opening on a Wednesday).

Annual dates of closure:

Dukesmead is closed to the public in early February and mid November (please check our Facebook page for updates).

We are closed for drop off and collection on Christmas Day, Boxing Day, New Years Day and Easter Sunday.

Check-in & Check-out

Check-in/check-out is strictly by appointment so that we can provide a personal service for each individual pet.

A day's boarding will count up till 12noon the following day or subsequent days. Check-out appointments must therefore be made before 12noon on the last day of boarding to avoid incurring an additional day charge.

Out of Hours check-in/check-out appointments may be arranged outside of opening hours if absolutely necessary - subject to availability - by prior arrangement only and for a small surcharge.

Annual vaccinations & Parasite prevention

All pets admitted for boarding MUST be accompanied by proof of up to date vaccinations. for dogs including Kennel Cough. upon arrival, Dogs are required to have a current vaccination against Kennel Cough*', although it is not a compulsory vaccination, for the protection of other dogs boarding at Dukesmead.

Pets WILL NOT be accepted if not covered by ALL required vaccinations. Please also ensure your pet is up to date with flea and worming treatment.

*' Please note that Kennel Cough is a live vaccine and therefore must be given by a vet no less than 3-4 weeks prior to boarding.

Medical Conditions & Medication We must be informed of any existing medical conditions your pet may have and/or of any prescribed medication so that we can tailor our care to your pet's specific needs. Our staff are trained in administering medication and injections if necessary.

Feeding & Special Diets

Cats and dogs are fed twice daily - unless specified by the owner, Changes in routine and environment can be stressful to our pets so we recommend maintaining continuity with their diet. Please note there is no fee reduction for clients providing their own food. We will try to give your pet the equivalent to his/her normal diet. Special diets, e.g. food which has to be cooked. may incur an extra charge.

Walking

All dogs of a good temperament are lead walked in the local countryside daily. Very elderly or infirm dogs will be treated with the utmost care when walked. please

inform us if your dog is unable to manage a normal walk. It is vitally important that we are informed if your dog's temperament is not good. **Bedding, Blankets, Toys and Other Belongings**

We supply bedding but if you wish to bring your pets own bedding unfortunately we cannot guarantee its safe return. You may bring in a favourite toy or item of your pet's. All belongings left on the premises are left entirely at the client's risk. For health and hygiene reasons. we reserve the right to throw away any belongings that become soiled with urine or faeces. We regret that we cannot accept bean bags. nor can we retain cat baskets and carriers on the premises. All bedding. blankets. toys and belongings must be clearly marked with the client's name and pets name.

License & Insurance We are licensed and fully insured and certificates of insurance are displayed in the reception.

Illness & Vet visits

In the event of your pet becoming ill or injured, our veterinary surgeons are on call 24 hours should your own vet be unavailable. Any vet fees incurred while your

pet is boarding with us will remain the responsibility of the pet parent/owner. If your pet passes away whilst in our care, we will do our utmost to keep his/her body in cold storage so you can make any decisions on your return.

Booking Terms & Payment Fees

All fees are charged on a daily basis, commencing from the day of arrival. If collection is before 12noon no fee is charged for the last day. Fees are payable either in advance or on departure as agreed at the time of booking. No animal will be released until full payment is made. The dates actually booked and confirmed on delivery shall be paid in full in the event of early collection. Payment is to be made by cash, card or cheque. All prices are subject to change without notice. A 50% deposit is required by new clients and is non-refundable.

Data Protection

We ask you to provide certain personal data (e.g. name and contact details) and your pet's data so that we are able to run the business of pet boarding and so that we are able to contact you in the event of an emergency whilst your pet is staying with us. Your data is stored so as to be available for your pet's next visit. You can ask at any time for your data to be deleted. Our full GDPR policy can be made available on request at reception.

We reserve the right to refuse entry to any boarders at our discretion and no monies will be refunded.

Agreement If I fail to collect my pet(s) within 14 days of the due date of collection, I give the owner of the above business the authority to re-home my pet(s) without further reference to me, provided that I have not made arrangements over the phone or in writing for the boarding period to be extended.

I undertake to abide by these terms and conditions on every occasion that my pet(s) is/are boarded on these premises.

I consent that whenever necessary to my pet/pets being examined and treated by a veterinary surgeon.

I consent to photos being taken of my pet(s) and for them to be posted on social media.

Pets Name..... Email address**.....

Phone No***-..... Full Name:-.....

Signed:-..... Date:-.....

*These terms and conditions are subject to change without notice from time to time in our sole discretion .

**I consent to the email address provided being used part of Dukesmead's mailing list.

***I consent to the phone numbers provided being stored and used to contact me in relation to my pets boarding.