**Terms and Conditions**

We will do our best to ensure that your dog is happy and comfortable during their stay with us. They will be exercised to your requirements and fed in a way they are accustomed to. In return, there a few things that we would ask that you do to make everything run smoothly.

1. **Vaccination** Is compulsory. All dogs must be accompanied by a valid vaccination certificate; a minimum of 2 weeks should elapse before boarding a dog after the first course of injections and kennel cough vaccine. Homeopathic vaccination is not acceptable. Failure to produce a valid certificate will mean the dog cannot be accepted and any deposit paid will be forfeit.
2. **Flea and worm treatment**. Please ensure this treatment is up to date. If there is obvious evidence of infection, veterinary advice will be sought and the dog will be treated by us forthwith and you will consent to payment for this.
3. **Kennel Cough.** If you normally give your dog this vaccine it must be done at least 10 days before arrival due to it being a live vaccine.
4. **Family rooms.** Dogs booked into a family room are assumed to get along together at all times, including feed times. No responsibility is accepted for any injury caused as a result of being in a family room. However, if a problem occurs, the staff will separate the dogs and the normal single room rate will apply.
5. **Group walks.** If your dog cannot be walked with other dogs, please delete this section before signing.
6. **Medication** to be given must have full and clear written instructions with it and there must be sufficient to last the stay. A charge will be made for any meds that are complicated.
7. **Bookings** made be any method must be followed up by completion of a booking form and 50% deposit. Late bookings are to be paid for in full on arrival.
8. **Payments** can be made via cheque or BACS or cash on arrival. Unfortunately, debit/ credit cards are not accepted at the moment**. Wagtails Sort code 20-27-41 Account no. 63157016**
9. **Departure and Arrival**. We ask clients to observe the departure and arrival times of **9.30-11** **am and 4-5.30 pm**. Please note that early drop off and late pick-ups are charged at half the daily rate.
10. **Data protection**: We are required to keep booking details for 3 years by our licensing authority. We will only use your contact details for the operation of this business and never share with any third party.

I fully accept and agree to the terms and conditions and understand that whilst every care will be given to my animal(s), they are boarded entirely at my own risk.

I authorise you to use the registered veterinary surgeon (Ashfield Veterinary Surgery) on my behalf if necessary.

Signed………………………………………………………………

Print name………………………………………………………..Date………………………………….