



SADBERGE BOARDING KENNELS AND CATTERY

Middleton Road, Sadberge, Darlington – Tel: 01325 332433



2027 Terms & Conditions for the Acceptance of Boarders at Sadberge Boarding Kennels and Cattery, Middleton Road, Sadberge, DL21RN, 01325 332433.
booking@sadbergekennelsandcattery.co.uk

All bookings are subject to Sadberge Boarding Kennels and Cattery Terms and Conditions. These terms and conditions are available in our reception and can also be emailed you. Failure to return the terms and conditions within 48 hours may result in your booking being cancelled.

We are open:

Monday to Saturday 8-10am and 3-5pm and Sundays 8am-12noon and 3-4pm

DEPOSITS, CANCELLATIONS AND PAYMENTS

- All bookings start at 8am on the day of arrival. Any cancellations or amendments must be submitted a full 48 hours prior to arrival date to avoid a cancellation charge. For example, a booking on the 5th of the month must be cancelled or amended before 8am on the 3rd of the month.
- The first two days of the booking cost is charged for the cancellation fee.
- All cancellations and amendments must be in writing via email to booking@sadbergekennelsandcattery.co.uk
- There are no provisional bookings – once made, all bookings are final.
- All pets will be charged boarding for the day of arrival and the day of departure.
- All outstanding balances must be paid in full before the animal leaves our establishment.
- All deposits are non-refundable and non-transferable.
- A minimum non-refundable deposit of 50% is required for all new customers, which can be paid either by cash, debit or credit card and bank transfer.
- A minimum non-refundable deposit of 50% is required for all existing customers whereby the total invoice meets/exceeds £250.00, which can be paid either by cash, debit or credit card or bank transfer.
- We accept Cash, Debit or Credit card and bank transfer only.
- If the client collects their animals earlier than the agreed date, they are liable to pay for the original booking costs, no refunds are given.
- We reserve the right to revise our prices when necessary.



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HEALTH

All dogs must be fully inoculated against Distemper, Hepatitis, Leptospirosis, Parvovirus and Parainfluenza, and must still be in date at time of departure. Boosters must be given a minimum 24 hours before arriving at Sadberge Boarding Kennels and Cattery.

Any vaccines that have lapsed and require a re-start may take up to 4 weeks for your pet to be fully inoculated and we cannot accept any animals for boarding until the course is fully complete.

Distemper, Hepatitis, Parvovirus “DHP” – (Required every 3 years)

Leptospirosis – (L2 or L4 are accepted) (Required yearly)

Kennel Cough “KC” (Required yearly)

Canine Infectious Bronchitis (Kennel Cough), we would prefer however do not insist this vaccine is given to board your dog at Sadberge Boarding Kennels and Cattery, if given, we strongly advise this is done at least 4 weeks prior to boarding to give as much protection against this as possible. We cannot be held responsible if a dog contracts Canine Infectious Bronchitis (Kennel Cough), as this is a highly airborne virus, and the vaccine only covers the main strains so is not always 100% effective. Please note we do accept all brands of kennel cough vaccine, although we do advise you use Nobivac or Canigen as they give the best protection, any dog given Broncho shield will be more at risk as it does not contain parainfluenza.

No cat can be accepted for boarding unless it has been inoculated against Feline Enteritis and Cat Flu.

Please be aware it is your responsibility to ensure your pet is fully covered for the above vaccines and time scale required. Failure to comply with this will result in your pet being refused entry and no refund will be given.

The following information is required under the Animal Welfare Act 2018.

- An emergency contact with full name, address, email, phone number that is local to Sadberge Boarding Kennels and Cattery must be given on our customer information sheet.
- Your pet will only be accepted for boarding if it is in good health and all inoculations are up to date.
- All dogs and cats must be microchipped. It is against the law to not have your dog or cat microchipped.
- Exact date of last worming/flea/tick treatment and details of products used for worming and flea/tick treatment must be supplied on arrival at Sadberge Boarding Kennels and Cattery.
- Pets found to have fleas/worms/tick will be treated appropriately and charged accordingly. We are not responsible if your pet catches fleas as it is the owner's responsibility to ensure that their pet(s) coming into Sadberge Boarding Kennels and Cattery are suitably covered.



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- If your pets are insured, you are required to supply the name of the insurance company.
- Owners undertake to declare any history of veterinary problems that could reoccur while boarding and to draw attention to any traits or vices their pet(s) may have.
- Medication or Supplements will be administered as instructed by the owner. Sadberge Boarding Kennels and Cattery will not be held responsible if there are any adverse reactions to medications or supplements. This includes pets requiring diabetic injections, these are given at the responsibility of the owner. Please note we do accept diabetic dogs and owners are required to sign an additional medical admittance form on arrival.
- **Sadberge Boarding Kennels and Cattery reserve the right to refuse admission or request an owner to collect a pet who is deemed too sick to board or if a pet is deemed too aggressive and a risk to health and safety. No refund will be given in these circumstances.**
- Pregnant bitches will not be accepted, and bitches in season are boarded at owner's risk. Please notify us if your bitch will be in season before arrival so we can place her away from intact males.
- **In an emergency or illness Sadberge Boarding Kennels and Cattery will contact the owner or his/her nominated contact, if no contact can be made then it will be left at the discretion of the management to the course of action, the provision of veterinary treatment will be provided by our designated vet (Unless specified otherwise)**
- **I give permission to Sadberge Boarding Kennels and Cattery to sign, in my absence, for any emergency veterinary treatment as necessary whilst in their care. I understand that Sadberge Boarding Kennels and Cattery will make every effort to contact the emergency number I have supplied to give up to date information regarding any necessary medical care required by my pet(s).**
- I agree that Sadberge Boarding Kennels and Cattery may contact the vets that my pet/s are registered at for any details that are required or in case of emergency. Whilst every possible care and attention is given to each pet/s boarded at this boarding establishment, Sadberge Boarding Kennels and Cattery cannot be held responsible for loss, either from illness or other cause.
- Should it be necessary, at our discretion, for a vet to be called for any health condition/illness, all fees incurred will be charged to the owner, unless this is due to accident or illness whilst boarding which has been caused as a result or the fault of Sadberge Boarding Kennels and Cattery will be paid fully Sadberge Boarding Kennels and Cattery or arising within 36 hours of Departure.
- Any Veterinary fees incurred due to a current condition/illness of a boarder will be paid fully by the owner. And it's agreed that the owner will pay any vets fees either directly to the vet practice or Sadberge Boarding Kennels and Cattery.

ARRIVALS AND DEPARTURES

- Day Boarding customers must arrive and depart between 7:45am – 5:30pm, unless agreed in advance with Sadberge Boarding Kennels and Cattery.
- **Pets must arrive and depart during the opening times below (No exceptions)**
Monday to Saturday 8-10am and 3-5pm and Sundays 8am-12noon and 3-4pm



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- There will be no arrivals or departures allowed out of these hours.

MULTIPLE PETS

- **(Must live in the same house)** Whilst every possible care and attention is given to each pet boarded with us, it is boarded entirely at the owner's own risk. While pets are sharing accommodation, should we feel the need to separate them, in the interest of the animals' own safety, a relevant fee for the extra accommodation will be charged, when this is possible, at peak season this will not be possible so an emergency contact in the UK must be provided, who are able to collect the required pet if there are safety/welfare/bitch in season issues, please note no refund will be given for any pet having to be collected for issues out of our control.

PETS NOT COLLECTED

- If you fail to collect any pet/pets within 14 days of the checkout date you give the owner of the above business the authority to re-home your pets without further reference to you. This is providing that you have not made contact in writing for the boarding period to be extended if necessary.

BEHAVIOUR TOWARDS STAFF

Sadberge Boarding Kennels and Cattery has zero tolerance of any form of abuse towards staff whether it be on site, over the telephone or in writing via emails/social media platforms. This includes verbal, written, physical abuse and sexual harassment or any form of discrimination. Such behaviours will not be tolerated, and you will be asked to leave the premises, and your details will be removed from our customer database with no further bookings accepted.

OTHER

- We use pictures of pets in our care on our social media platforms, pets' surnames are not mentioned.
- We reserve the right to change these terms & conditions at any time.
- Nothing in these terms affects your statutory rights.
- Once a deposit has been paid, a contract has been bound whether this be verbal or written. You accept to abide by these terms and conditions on every occasion that your pet/pets is/are boarded on these premises, failure to comply with these terms may lead to us not accepting your pets in the future.