

## VACCINATIONS

All dogs must have up to date vaccinations and must be covered for kennel cough. Vaccination certificates are required to be shown as evidence prior to boarding. I agree that if I fail to provide proof of vaccinations including kennel cough, or if the vaccinations are found to be incomplete, we will refuse admission and you will be liable to pay the full booking balance if dog is not able to be boarded.

Once your puppy is 6 - 8 weeks old, they can have their first vaccinations. (This consists of 2 sets of injections, given 2 – 4 weeks apart) After having their initial vaccinations as a puppy, your dog will need regular booster injections throughout their life.

If your dog's vaccines lapse and go overdue, they may need to be restarted.

Annual vaccinations consist of; Lepto (Named either Novibac Lepto 2 or Canigen L2) is the annual booster and has no wait period to come in. It lasts 1 year. If it's the first time or it has expired, then your dog will get 2 jags (2-4 weeks- a restart).

DHP - Every three years, a dog should get the DHP vaccine (named either Novibac DHPi, Novibac DHP or Novibac Pi). These cover Distemper, Parvovirus, Hepatitis, Leptospirosis and Parainfluenza. If the 3 years has expired, then this also must be done twice within 2-4 weeks (a restart). This also forms part of the 'fully vaccinated' status.

Like KC, should be done 7 days in advance.

The kennel cough vaccine should be administered 2 weeks before your dog's due to board or very minimum of 7 days prior to boarding. Kennel cough vaccine can be administered by an injection or spray up the nose. Please note the KC Vaccine is not part of your dog's annual booster vaccinations so you may need to ask your vet for this separately.

The owner is liable to make sure the dog is fully vaccinated prior to boarding.

Kennel cough vaccine lasts 12 months - so should be repeated every year with the annual vaccinations.

Kennel cough (nasal) (known as either Novibac KC, Bronchi-shield, Canigen KC) No need for re starts if missed or a puppy. We require it to be 7 days clear prior to boarding as it's a live vaccination, recommended two weeks.

or

RESPIRA BB - The injection for KC (called Novibac Respira Bb). For dogs that have either never been vaccinated or never had KC, this is done the same as a restart (2 injections 2-4 weeks apart and then an annual injection). If the dog has had KC nasal, then it can then get the injection straight away and doesn't need another one within 2-4 weeks.

With the KC injection it's live for 2 weeks so must always be 2 weeks clear before coming in.

This also lasts one year.

Like any vaccine, the kennel cough vaccine doesn't give 100%, guaranteed protection, however, it does significantly reduce the chance that your dog will catch kennel cough and reduces symptoms if they do catch it.

Having your dog regularly vaccinated keeps their immunity topped up and can help protect your dog against some potentially fatal diseases, such as parvovirus, canine distemper, leptospirosis and infectious canine hepatitis.

## **Collection / Liability**

It is your responsibility to check that your dog is in good condition on collection.

We will not accept any claims for injury or illness that is not brought to our attention before you leave the premises.

Once you have left our premises you will be deemed to have been satisfied with the service given and with the health and condition of your dog, unless you have stated otherwise before departure.

Please take 2 minutes to check over your dog before leaving. We will be happy to address any concerns immediately.

Please note that dogs will only be given out to a named person on their boarding card.

Although the greatest of care will be given to ensure the welfare and happiness of boarders, under the terms of this contract you agree to absolve Birdston kennels of all responsibilities and liability for illness, injury or death to your animal.

## **Belongings**

We provide leads, bowls, beds and blankets during your dog's stay.

We do not require personal belongings however if you do wish to bring belongings for your dog, we ask that they are clearly marked with the dog's name.

We will not be held responsible for any loss or damage of personal belongings.

## **OPENING HOURS**

Our opening hours are STRICTLY.

9AM – 12PM

(LUNCH)

2PM – 4PM

No dogs will be admitted or discharged out with these hours regardless of circumstances.

We are closed to the public on Christmas day, boxing day, January 1<sup>st</sup> and January 2<sup>nd</sup>, although we are closed to the public our staff are still here working.

We do not accept admissions and discharges on these days. You are welcome to view the kennels any day between the hours of 2-4pm, please call us in advanced to arrange a viewing.

## **DOGS SHARING**

Dogs from the same household may share the same kennel.

The maximum number of dogs per kennel is 3, if appropriate to do so.

The dog's owner is liable for the dogs sharing a kennel.

Birdston kennels accepts no liability for sharing dogs in the event they injure each other.

We reserve the right to separate sharing dogs if necessary for health and welfare, this will be chargeable to owner in full at collection.

### **Medication / medical conditions / medical records.**

We must be notified at time of booking if your dog has a medical condition or is on any medication.

If we have not been notified of condition, we reserve the right to refuse admission.

We reserve the right to refuse any dog that is currently unwell.

All dogs requiring the administration of medication must be accompanied with a vet label clearly showing your dog's name, medication, dosage and frequency.

There will be an additional fee for elaborate or complicated medicines i.e., daily baths or out of hour medications.

On signing our terms and conditions you authorise Birdston Kennels to obtain your dog's medical records and treatment as required.

If anaesthetic is required, we will endeavour to contact you with the emergency contact details provided by yourself, however if we cannot contact you, you agree that we have permission to take the vets advice and proceed accordingly.

In the event of illness or injury your pet will be taken at first opportunity to be examined.

When taken for a vet visit you agree to pay all costs for examination and treatment in full.

If you are insured, the pet owner is liable to pay Birdston kennels in full for vet costs and claim the difference back from their own insurance provider directly.

We will use our local vet centre and out of hours services as required. You will be responsible for all vet fees on collection of your dog.

There is a £10 Surcharge for travel to the vet.

It is at the owner's discretion whether to admit your dog based on medical conditions and age.

\*Please note we do not take dogs on insulin injections.

### **Aggressive dogs**

We do not encourage dogs with aggressive or destructive temperaments. In cases when dogs are dropped off and prove to be aggressive towards our staff or destructive to our facilities, we will contact you to arrange for their removal.

All damages incurred will be charged to their owner.

### **Unsettled dogs**

In cases where your dog is unsettled, proving stressed, excessive panting (rattling, battering, biting the kennel gate etc) we will contact you and your emergency contact immediately for collection of your dog, for your dog's own health and wellbeing.

### **Uncollected dogs**

Should any dog remain uncollected 14 days beyond departure date without any communication, the proprietors reserve the right to assume ownership and take whatever action is deemed necessary.

## **Boarding Fees**

A £50 non-refundable deposit will be required (via bank transfer or cash) at time of booking to secure place.

Boarding fees are due and payable (in cash) for the full booking period on arrival. We will reserve your booking for 48 hours, a deposit must be made within this period or you risk forfeiting the reserved kennel.

We reserve the right to change our prices from time to time.

Though your dog may arrive late or to be collected prior to the date of departure full payment must be made.

Between 1st October to 1<sup>st</sup> April there is an additional charge of £1.50 daily for heating.

If you no longer need your stay please let us know as soon as possible, Late cancellation (within 72hr) or failure to show for date of check in you will be liable for and agree to pay us the entire booking balance on receipt of Birdston kennels invoice, no future bookings will be made until payment has been made.

There is a 2-day minimum charge on all bookings regardless of length of stay.

If your dog is collected prior to 12 noon on the day of departure, then there is no charge for that day. The full day is payable if your dog is collected after 12 noon.

Double rate is charged for Christmas day / boxing day, January 1<sup>st</sup> and January 2<sup>nd</sup>.

## **Age**

We take puppies from any age as long as they are fully up to date with their vaccinations, including kennel cough.

We take dogs up to the age of 12 years, it is at the owner's discretion whether to admit your dog if they are over the age of 12 depending on health, medication conditions.

If your dogs have declining health, we may reject them for boarding.

## **Shaving / clipping off densely matted coats.**

Badly matted dogs are likely to suffer skin irritation. Clipping off and shaving off is often necessary. We will not be held liable for any nicks, cuts, clipper rash or resulting issue due to clipping off matted coats. Additional charges due to matting is at the groomer discretion.

## **Force majeure**

"Force majeure" here means any circumstances beyond our reasonable control including, without limitation, an act of God, fire, flood, war, acts of terrorism or epidemic. If by reason of force majeure we not available at the commencement of our booking, are unsuitable for boarding or we are unable to employ staff, we shall not be deemed to be in breach of contract. We will not be liable for any claim for loss or damage by you, including cost associated with cancelling holiday or securing alternative pet care arrangements.

## **Pictures**

We regularly upload photos to our Facebook page, named 'Birdston Kennels, if you do not wish your dog to be photographed then please tell a member of staff upon arrival.