

High Gro Kennels & Cattery - High Ground Farm, Hellifield, BD23 4JN

Terms and Conditions of Boarding

1. Your pet can only be accepted for boarding if it is in good health and you are able to produce certification that vaccinations are current.
2. Cats are to be vaccinated against Feline Enteritis, Feline Chlamydia, Feline Influenza and Feline Leukemia.
3. Dogs are to be vaccinated against, Distemper, Hepatitis, Leptospirosis, Parvovirus & Kennel Cough.
4. All pets should have been recently treated for fleas & worms should treatment be required a charge will apply.
5. Please note:
6. If on arrival your pets vaccinations are out of date they cannot be accepted and the charge for the period booked will apply.
7. Whilst every possible attention and care will be given to pets boarded, boarding is entirely at the owner's risk.

8. If you book for your pets to share accommodation, we reserve the right to separate them in the interest of the animal's own safety or the safety of our staff, there will be a charge for the additional accommodation.

9. Any current or on-going problems with a pet's health or temperament must be notified to us at the time of booking. Should it be necessary for veterinary assistance a charge will apply and the veterinary care will be at the owner's expense. We reserve the right to refuse any pet that we consider to be of an unreliable temperament or sick at the start of boarding.

10. If your dog/cat requires immediate veterinary care and we are unable to reach you, we will seek veterinary assistance. If this should be required this will be at the owner's expense.

11. All reasonable efforts will be made to administer medication or to apply external treatments as directed. If veterinary assistance is required a charge will apply and the veterinary care will be at the owner's expense.

12. No responsibility will be taken for any bedding, toys etc that are supplied by the owner that are damaged or destroyed during their stay.

13. Boarding fees are charged for the day of arrival and for each day thereafter - There is no charge for the day of departure if collected in the morning before 10.30am. For pets collected thereafter a charge of the day care rate will apply

Payment terms

- Cash or debit card payment accepted — No cheques
- Charges will apply for the period booked or there is no price reduction if you collect your pet earlier than the booked date.

Cancellations

1. Please cancel as soon as possible there will be no charge unless you have cancelled before on long stays
2. If there is a delay in collection notification must be given at the earliest opportunity.

- Animals not collected within 7 days of the stated departure date, if there is no communication from the owners and efforts to contact the owner fail will be passed into the care of the local Authority.
- We take no responsibility for any animals outside of our premises where the owner has arranged for them to be temporarily removed from the premises during their stay i.e. grooming.
- The names & addresses and contact details of customer's /the owners of the animals to be boarded will be retained and held on file as required by the terms of our licence from Craven District Council. The retaining of the information will be confirmed and reconfirmed on an annual basis in line with our privacy & data protection policy.
- Photographs of dogs & cats staying with us may be used on our website and advertising media.

January 2022: All pets boarded are accepted subject to the owners agreeing to the displayed terms and conditions.