

Terms & Conditions of Boarding

Please remember, all pick up and drop off is by appointment, so please let us know what time you will be arriving

1. Vaccination details

- 1.1. All pets boarded must be fully vaccinated, and the current vaccination certificate must accompany each pet each time they arrive to board.
- 1.2. Failure to provide a valid vaccination certificate for each pet every time they arrive for boarding will prevent them from boarding.
- 1.3. This must show a booster vaccination having taken place within the last 12 months and signed off by a qualified Veterinary Surgeon. The certificate must show the booster having been administered as part of a course of vaccinations.
- 1.4. Dog Vaccinations must safeguard against the following diseases: Distemper, Parvovirus, Hepatitis, Leptospirosis, and Parainfluenza.
- 1.5. We strongly recommend all dogs have a current Kennel Cough (Infectious Tracheobronchitis) vaccination, although we do not insist on it.
- 1.6. If you do have the kennel cough vaccine, your dog must have this at least 2 weeks before arrival at kennels. This is NOT part of your annual booster vaccination. If you are in any doubt, Kennel Cough vaccines can be identified on your vaccination card/certificate as 'Intrac' (which lasts for 6 months) or 'Nobivac KC' (which lasts for 12 months). It is caused by an airborne infection and thus outside the control of K9 CORE.
- 1.7. K9 CORE will never knowingly accept a dog with the condition, but as incubation can exceed 10 days it may not be detectable before arrival. THE OWNER therefore accepts that this hazard exists, especially at busy times.
- 1.8. In this instance your booking may be cancelled but you will remain liable for the boarding fees in full.
- 1.9. All Animals must be covered by a known flea treatment, such as 'Frontline', 'Stronghold', or 'Advantage' before they are boarded. These products have varying lengths of effectiveness. Animals that arrive with fleas will be administered such a product and charged for the treatment and grooming of that dog, plus treatment for the other guests boarding at the time and the cost of treating their environments.
- 1.10. An effective Wormer, such as 'Drontal' or 'Panacure' must have been administered to any Dog before boarding. This should be taken at least a week before coming into the Kennels / Cattery. Please check with your Veterinary Surgery on how long each product will protect your Pet. Animals that arrive with worms will be administered such a product and charged for the treatment and grooming of that dog, plus treatment for the other guests boarding at the time.
We have Advantage, Drontal, and Panacur available in our shop.

2. Medical Record

- 2.1. If an animal has a medical condition of any sort, we must be notified at the time of booking.
- 2.2. If we have not been notified of such a condition or course of medication, we reserve the right to refuse admission.
- 2.3. We reserve the right to refuse to board any dog that is unwell, or that we consider could be dangerous to our staff.

3. Drop off / Collection

3.1. Dogs must be dropped off and collected at the time previously agreed. Any deviation from this, within 15 minutes before/after the time agreed, we must be informed of.

4. Emergencies

4.1. In the unlikely event your dog becomes unwell during their stay they will be treated by our designated veterinary surgeon.

4.2. This cost is covered by our kennel insurance unless it is a pre-existing condition.

4.3. THE OWNER accepts that a veterinary surgeon will be called if K9 CORE thinks it necessary & any resulting fees not covered by insurance will be payable by THE OWNER at the time of collection.

4.4. During the period of boarding, K9 CORE will exercise every possible care and attention to the welfare and safety of the pet, however, K9 CORE accepts no responsibility for problems outside of their control.

5. Emergency Protocol

5.1. In a case of emergency, the person you have nominated will be contacted via telephone and text.

5.2. The designated veterinary surgeon will be contacted and engaged if required as stated above.

5.3. THE OWNER will also be notified by telephone and text.

6. Aggressive / Destructive Temperaments

6.1. We do accept animals with aggressive or destructive temperaments at the discretion of K9 CORE.

6.2. In cases where animals are left that prove to be aggressive towards other animals or staff, or destructive to our facilities, we may contact you to arrange their removal.

6.3. All damage caused by an animal to any area will be chargeable to the Animal Owner.

7. Diet

7.1. You must provide your own food for your pet, it is your responsibility to supply enough food for the duration of your Pet's stay.

7.2. If you don't supply enough of the food your pet eats normally K9 CORE is not held liable for any conditions resulting from a change of diet.

8. Bedding & Toys

8.1. We supply plastic hygienic beds, soft blankets, vet bed, and/or platform beds for the dogs whilst in our care.

8.2. K9 CORE take no responsibility for loss or damage to any supplied bedding, leads or toys

9. Deposits

9.1. All customers will be required to pay a deposit of £20.00 (GBP).

9.2. Deposits are non-refundable and non-transferable.

9.3. A deposit must be paid at the time of booking by either debit card, cash, or credit card.

9.4. Deposit payment may be also made by bank transfer but must include your surname and arrival date as the payment reference.

10. Boarding Fees

10.1. THE OWNER is charged for each day regardless of length of stay during that day.

10.2. All outstanding fees must be paid in full on or before the time of collection.

10.3. Should the stay be extended by THE OWNER for any reason, K9 CORE must be informed, and the extra days will be charged at the daily rate.

10.4. If K9 CORE is not informed, then any extra days will be charged at 1.5 day rate.

10.5. If the stay is curtailed, the full price will remain payable.

11. No Show

11.1. A No-Show is the term used for a booking where you have failed to present your pet/pets for boarding within 24 hours of the first day of your booking.

11.2. In this instance THE OWNER agrees that the booking may be cancelled.

11.3. THE OWNER further agrees to be liable in full for all boarding fees and agrees to pay on receipt of K9 CORE invoice.

12. Non-Collection

12.1. Any pet not collected within fourteen days of the agreed date of collection may be re-homed at K9 CORE discretion unless satisfactory communication is received from THE OWNER within this period.

13. Payment

13.1. All outstanding fees must be paid in full on or before the time of collection by cash or debit or credit card.

13.2. If your payment is withdrawn or declined you accept full liability for any bank charges incurred, you further agree that K9 CORE may at their discretion charge an admin fee of 50% of any outstanding balance, if they have to enforce the debt.