

Terms and conditions of Boarding and Payment Terms

Reservations, Payment & Deposits

All major credit cards (except American Express) / Debit Cards & Cash are accepted. Payment & Bookings can be made over the telephone. All pets are charged for the day of their arrival and the day of their departure regardless of the time of arrival or departure.

To reserve a place a booking form must be completed in full (*we can fill out a form and take payments over the phone*) and the deposit paid in full. NOTE: We cannot hold places without the deposit payment.

Depending on the circumstances from 50% up to full payment is required when making a booking, payments and/or deposits are non-refundable. However, if you take out our "Flex Option" when you book, then a maximum of 50% deposit is required and you can roll over your deposit if you need to cancel – See full flex terms below, the balance payment will be due on arrival. If you have not taken the flex option and you cancel or reschedule, part, or all of the booking, within 90 days of the arrival date then the full fee will be due.

New customers will be required to pay the full amount for their first booking or trial run (50% will be refunded if cancelled more than 90 days prior to the booking start date). You may also take out the Flex Option for preferential terms.

Changes to start or end dates for your booking may incur an admin charge and will only be accepted subject to availability, we reserve the right to charge the full rate for any of the days cancelled for a changed booking, unless you have the Flex Option.

Drop Off & Collection

Please ensure you drop off and collect within the stated opening times, we cannot accept or return your pet outside of these times.

Pets arriving after or collected before the booked dates will be charged for the fully booked stay.

If you are arriving late and cannot collect your pet on the collection date then you must ensure you or your nominated person contacts us. If possible, we will allow your pet to stay for the extra time at our standard rates.

If a Pet is collected late without prior agreement there will be charged for the extra days plus a surcharge of £25 per day.

You must ensure your pet is on a lead at all times whilst you are transferring them to our staff or returning to your vehicle.

Inoculations / Vaccinations / Kennel Cough

Your pet must have all the up-to-date vaccinations / inoculations, including but not limited to: Distemper, Hepatitis, Parvovirus, Parainfluenza, and Leptospirosis. The first treatment must have been given at least 4 weeks prior to your arrival date (for newly vaccinated pets only) & the next inoculation / vaccination date must be on a date after your collection date. Canine Infectious Bronchitis (Kennel Cough) is required. This treatment must have been given at least 2 weeks prior to your arrival date & have been given within 12 months of your collection date. Proof of vaccination, including kennel cough in the form of your pet's up to date vaccination certificate must accompany your pet on arrival with us. Your vet can provide vaccine information. *We can accept recent TITRE TESTS if vaccinations cannot be given.*

If proof of all current vaccinations, are not shown on arrival, we will not accept your pet for boarding. You will also be liable for the full cost of your pets stay.

Micro-chipping

As from the 6th of April 2016 you are required by law to have any dogs micro-chipped. If you bring your pet without a microchip, we may ask that we can chip your pet whilst they are boarded at the kennels. We will make a charge for this service. If you do not agree to your dog being micro-chipped then we have (under our licence conditions) the obligation to report your details to the local authority.

Emergency Contact & Early Pet Returns

Your emergency contact may be required to authorise any treatment for your pet, you must ensure your contact is aware of their responsibilities. You will need to ensure your emergency contact is aware of their responsibilities and the fact you have supplied, and they are happy for us to have, their personal details.

In extreme cases, where we feel there is a danger to our staff or we feel your pet is not suitable for the boarding environment, we could decide to return your pet to you or the emergency contact prior to the booked collection date. You must ensure your contact is aware and has the facilities to take back your pet in these circumstances. Should we need to ask you or your contact to collect your pet due to their behaviour then you will be liable for the full cost of your pets stay.

Should we need to return your pet due to an emergency evacuation then you will not be charged for the balance of the booked stay.

Your pet's temperament / Condition / Injury or Illness

All pets boarded must be fit, in good condition and have a good temperament. In the event your pet does fall ill during boarding, we reserve the right to call in a veterinary surgeon or take your pet to our nominated 24hr vet. All costs will be borne by the owner, it will be the owners' responsibility to claim back any cost from their insurer. Costs will include, but not be limited to; veterinary call-out fees, transportation, veterinary accommodation costs.

We reserve the right to refuse to board a pet that, in our opinion, we feel would be unsuitable to be in the boarding environment. Though we emphasise we will take the best of care of your pet during their stay, we do not accept responsibility for injury due to the behaviour of your pet whilst boarded at the kennels.

The pet owner is fully responsible for any loss damage injury or cost incurred, as a result of your pet's behaviour, that is inflicted on any staff member, visitor or property, during their stay at the boarding kennels.

Should we find any pet hosting fleas, then we will, at the time of collection, require payment for the treatment of the condition and any surrounding environment considered, by staff, to be necessary for treatment.

We require details of any pre-existing condition and reserve the right to consult a veterinary surgeon, of our choice, should we deem it necessary, the signing of our conditions gives us your consent to do so.

Insurance

All pets are insured against any negligent acts by Audley Lodge Staff, during their stay with us. However, our insurance does not cover any pre-existing or ongoing conditions requiring veterinary care & any injury resulting from contact between family pets who are sharing accommodation or any pets uncontrolled behaviour. All veterinary bills are the responsibility of the owner until our insurer, accepts any claims. If you have requested your pets are boarded together, we will accept no responsibility for any injury incurred due to your pets fighting with each other. We also reserve the right to separate your pets should we deem it necessary for their, or others safety.

Belongings

You can bring your own beds, toys, blankets etc... Please clearly mark belongings you wish to bring for your pet. Though we make every effort to ensure no item is lost, we will be playing with your pet on a regular basis & items may go missing, get chewed, broken or soiled. Therefore, we don't accept responsibility for these items & reserve the right to dispose of any item that is damaged or beyond repair / cleaning. You must only provide toys that are suitable for your pet, any toys that may be chewed, destroyed or choke, must not be left with your pet.

Food

We require you to provide your pet's pet food for the duration of the stay, we can provide food but this will be at an extra charge.

Abandoned Animals

In the event your pet has not been collected within 3 days of the collection date we will attempt to contact you or your emergency contact. If no contact is made and/or no return date agreed then we reserve the right to have your pet moved to a re-homing centre. You will be liable for any costs incurred during this process and we also reserve the right to take legal action to recover any cost incurred in boarding, feeding, treating and re-homing your pet.

Consents

By boarding with Audley Lodge Kennels, **I understand and give consent:**

For Audley Lodge Kennels to take my dog to our prescribed veterinary surgery (Willows Alsager) if they feel it is appropriate.

For Audley Lodge Kennels to administer any medication I provide.

For Audley Lodge to separate any dogs sharing a suite that, in the opinion of Audley Lodge Kennels, are in need of separation, in the interests of the health and/or safety of any of the occupants of the suite.

For Audley Lodge to exercise my dog in line with the standard exercise, as detailed on the Audley Lodge website and detailed during introductory visits, telephone enquiries and/or trial runs.

Flex Option

If you have taken the "Flex Option" and need to cancel your booking, at any time, up to 1 week prior to the arrival day, for any reason (including COVID 19) then you can rebook and we will transfer your deposit (or full / part payment) to your new booking. Also, prior to 1 week before the arrival day, you can change or reduce your booking dates, without penalty. All changes / re-bookings are subject to availability. Any rebooked stay will need to be taken and completed within 18 months of the date of collection of your existing booking. (Note - If you wish to have the Flex Option on a rebooked stay, this will be subject to a further Flex Option Fee).

If you have not paid in full and cancel within 90 days of the booking, we will also **not** charge the balance of the booking, as this would be due under our standard terms. If you do cancel, or make any changes to your booking within 1 week of the arrival date then the maximum of just your deposit or 50% of the booking (whichever is the greater) will be lost (depending if cancelled in full or part, part cancellations may incur extra charges). You will not be charged the balance of the booking even if cancelled within a week of the arrival date. We are unable to give any refunds or credits for changes made to bookings on or after the arrival date.