

Terms & Conditions

Check In and Check Out:

Opening Times

Monday - Saturday 7:30am—10:00am and 4:30pm—5:45pm

Sundays 8:30am—10:00am and 4:00pm—4:45pm

Specific times within these opening times are arranged at time of booking

Any collections or drop-off outside of our opening hours are strictly by prior agreement only. Any dogs collected after 10:00am without prior agreement will incur a full days charge.

On Arrival:

Your dog remains your responsibility until you have booked in with a member of Bramshall Boarding Kennels staff at reception and handed your dog over to a member of staff. No dog will be accepted unless proof of vaccinations (including Kennel Cough) is provided on arrival at Bramshall Boarding Kennels. Any dog arriving without proof of all vaccinations will be refused to stay with us. We do not accept titre testing as an alternative to vaccinations. The Kennel Cough vaccine must be administered a minimum of 14 days prior to boarding. All dogs must be up to date with anti flea/tick treatment and wormer.

You agree to supply enough food for the duration of your dog's stay, if any additional food is required during your dogs stay you agree to cover the cost of this on collection.

Any dogs from the same home will share a kennel unless otherwise agreed. Bramshall Boarding Kennels reserves the right to split dogs who are kennelled together if we feel it necessary for the welfare of the dogs

Payment:

When you make a booking request by email, in person, or by telephone, your booking is not confirmed until we have received a non-refundable, non-transferable 50% deposit. This can be made over the phone with us or via BACS payment. The balance of payment is due either on arrival or departure. Payment methods accepted are cash or card payments, we do not accept cheques. Pricing is reviewed annually and is subject to change immediately however, if you already have a booking with us prior to a price increase we will honour the prices at the time of booking. If you choose to collect your dog before the end of their arranged departure date, the total charge will still stay the same due to their kennel being allocated for their entire stay.

Cancellations:

Deposits are non-refundable and non-transferable to any other bookings you may have with us.

Veterinary Procedure:

You must declare any existing or ongoing medical conditions prior to your dogs stay. We reserve the right to refuse any animal who is not fit for boarding at our discretion. You authorise veterinary treatment to be carried out should it be considered necessary at our discretion during the period of boarding with us. Our registered vets are Glenthorne Veterinary Centre, Uttoxeter. Our upmost priority will be the care of your dogs, should your dog need veterinary attention during their stay we will endeavour to contact you first and then arrange to see our vet. If we

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deem it an emergency or are unable to make contact with you we will seek veterinary attention at our own discretion and continue to try to make contact with you. If you are a member of Glenthorne Veterinary Centre yourselves the bill will be put onto your personal vet account. If you are not a member of Glenthorne Veterinary Centre and we need to pay upfront for your dogs care in your absence then we request immediate reimbursement upon your return. Although we make every effort to ensure your dog is cared for to our usual high standard we cannot be liable for loss, injury or death.

We do not accept in season bitches.

Uncollected Dogs:

Bramshall Boarding Kennels reserve the right to re-home any dog that is not collected within 14 days of the departure date agreed. Prior to this action being taken we would endeavour to contact the owner and emergency contact. The owner is responsible for all rehoming and boarding costs past the agreed departure date.

Collections:

Any dogs collected early whether that be by request of the owner or Bramshall Boarding Kennels, the full invoice amount is due when the dog is collected.

Any dogs not collected on the day the booking states will incur a further days boarding charged on their bill for every day they are late to be collected.

Damage:

The cost of any damage to the kennels or the beds which cause them to be in an unusable state will be chargeable to the customer. We do not take responsibility for any damage to any items brought from home by the customer such as bedding, toys or coats.

Medication:

Medication can be administered at no extra cost. We require a medication administration form to be completed on arrival and the medication must be provided in its original packaging with clear instructions.