



CONDITIONS OF ACCEPTANCE FOR BOARDING DOGS AND CATS

By boarding your animals with us, you agree to the terms and conditions below.

- All dogs and cats must be fully vaccinated AT LEAST 14 DAYS PRIOR to their board, and dogs must also have the Kennel Cough vaccine too. Failure to do so may result in the animal being refused entry. These vaccines must not run out during the time of your pets board. (You must always provide a current vaccination certificate at the time of boarding.) We do not accept responsibility for vaccinations not being up to date.
- Charges are paid on the day of arrival. If you pick up your animal between 8:30 and 9:00 am, Monday to Saturday, you will not be charged for the day. You get charged for Sundays, regardless of the pick-up time. This can be in the form of cash or card. We do NOT accept cheques. We do not give credits or refunds if you pick up earlier than booked.
- If you arrive out of hours, you will be charged the out of hours fee.
- All belongings left with animals are left at the owners own risk. We ask that belongings are clearly named.
- All animals are insured whilst boarding, but veterinary fees for new treatments / pre-existing conditions may be incurred on behalf of the owner at the managers discretion. You will be asked if you have pet health insurance.
- Any owner requiring their dog/cat to share accommodation does so at their own risk. Should there be any issues with pets sharing accommodation, the staff at Greendale will contact the owner immediately to make alternative arrangements.
- Photographs will not be published on Facebook or the website without the owner's consent.
- Any medications will be given to the animal per instructions provided by the owner. We are NOT a veterinary kennels and the owner must sign a disclaimer for the staff to medicate their pet. We are happy to give injections for both dogs and cats.
- Dogs must be on lead at all times during the arrival and departure. We accept no responsibility for loss or injury in the car park or off the premises. Cats must arrive and depart in secure and baskets/carriers/cases.
- I AGREE to pay any vet bills in full before removing my dogs/cats from the kennels.
- If my dog/cat is on any MEDICATIONS / OWN FOOD or has any ALLERGIES, FOOD INTOLERANCES or HEALTH ISSUES, I have informed the staff at Greendale with the correct information. If my pet becomes ill or shows injury, I am aware the staff at Greendale will contact me, and they may advise that my pet needs collecting should it be in the best interest of the animal.
- Whilst every possible care and attention is given to each animal boarded at these kennels, we cannot be held responsible for loss from ongoing medical conditions or old age.
- I ALSO AGREE that if the animals are not collected within 14 days of the date, on which they are / it is due to leave the kennels and no communication is received from me by the boarding kennels owner, Greendale has the authority to sell or otherwise dispose of the animal at the boarding kennel owner's discretion.
- I FURTHER AGREE if I book my pet/s to board with Greendale over the school holidays, I will be asked to pay a NON REFUNDABLE DEPOSIT this means my booking will be processed and secured, however ,if I choose to cancel the board with Greendale, I will not receive my deposit back.
- During the holiday periods, should you wish to cancel your board, you will need to give at least 2 week's notice prior to the board. If the notice is not given, then you will have to pay for the board booked.