Upperwood Boarding Kennels

1. The owner warrants that the animal(s) being boarded are in a fit and healthy condition. It is your responsibly to inform us of any medical conditions your pet may have.

2. All Cats and Dogs being boarded are required to have current up to date vaccinations with the certificates being produced on arrival for Upperwood Kennels to make a record of them, otherwise boarding will be refused. In this event you will not be charged in full for the booked term. Upperwood Kennels are not responsible for your pets’ vaccinations. The customers take full responsibility for ensuring their pets are up to date with all vaccinations required by Upperwood. All vaccinations must be valid at least 14 days prior to the boarding beginning and cover the whole of the boarding term. Cats are to be vaccinated against Feline Enteritis & Cat flu. Dogs are to be vaccinated against Distemper, Hepatitis, Leptospirosis, Parvovirus and Kennel Cough. This is for the safety of your pets.

3. Whilst every care will be given to pets, Upperwood will not be held responsible for any illness, injury, loss or damage to the animal(s) or their belongings, however caused, during their stay. Boarding is entirely at the owner’s risk. By signing this document, you authorise Upperwood Kennels to take immediate action and seek veterinary care for your animal, regardless of the cause, if we determine this is necessary. Upperwood will endeavour to use the Vet that the animal is registered with but if this is not possible or in an Emergency Upperwood will determine the Vet who is used. Upperwood will endeavour to contact the owner or the emergency contact via the details you have supplied.

4. Upperwood Kennels are authorised to call your veterinary practice should we need any information regarding your pets’ condition.

5. We do not insure for your pet’s illness or any other medical condition whilst in our care. Any further expenses will be charged to the owner. It is emphasised that our insurance excludes any current or recurrent illness or injury. By signing this agreement, you agree to cover any costs that arise from veterinary treatment, and we reserve the right to charge reasonable transport and time expenses. We may call you from the Vet’s surgery to arrange payment before treatment is commenced.

6. If we find ticks on your pet, we will (where possible) remove them safely with tick removers. If we feel this cannot be achieved, we will contact you or your emergency contact to discuss further treatment options with the assistance of a Vet Practice.

7. You need to provide us with a minimum of 1 emergency contact for the duration of your pets stay. The emergency contact needs to be able to provide your pet with emergency accommodation should a situation arise where we are no longer able to keep them with us, e.g., your pet does not settle and becomes increasingly stressed or becomes ill etc. Please be aware that should we have to pass your pet on to your emergency contact, the full price for the duration booked will still apply and no refund will be given.

8. Any bedding, toys, medication, or personal items supplied by the owner that become damaged/destroyed by the animals or any member of staff, during boarding, are left at the owner’s risk and any veterinary treatment required following such an event will be at the owner’s expense.

9. Upperwood Kennels will not be held responsible for any loss of belongings. All customers must clearly label their belongings prior to their pets stay.

10. All reasonable efforts will be made to administer oral, rectal, and topical medication and treatments as directed by the owner, for which there is no charge. However, if veterinary assistance is required it will be at the owner’s expense.

11. When you make a booking request by email, in person, telephone, website or social media, your booking is not confirmed/secure until Upperwood have received writen confirmation that you agree to the terms & condtions set down here and the the agreed deposit. We will ask you for full payment at the time of departure. Upperwood Kennels are not responsible for chasing you, for deposit payment, and written confirmation of these terms & conditions if we do not receive acceptance of these terms and conditions within 7 days of making the booking Upperwood will cancel your booking. We do not accept credit or debit cards. If a booking is cancelled 21 days prior to the due arrival date, you will be able to transfer your deposit to another booking and you will not be charged foe the rest of the booking. If a booking is cancelled less than 21 days prior to the due arrival date, you will be invoiced for the full stay that was booked. All cancellation costs are at the discretion of Upperwood. When a booking is made at Upperwood, it is for that particular time slot. Bookings and deposits cannot be transferred to future time slots unless 21 days notice is given.

12. If you collect your pet early or adjust your booking (less than 21 days) you will still be charged for the original booking, unless the booking is extended, for which you will be charged the extra days fees. Some pet insurance or holiday plans will cover for such eventualities. Please check with your insurer and/or policy document and make sure you have adequate cover in the event of cancellation.

13. Boarding fee’s will be charged per night. Our prices are based on your pet(s) checking in during our afternoon opening times and departing within our morning times. This is to facilitate complete sanitation of the animal’s pen. You may be able to pre book an early drop off or late departure but this will be subject to extra charges and availality. No pets will be released until full and final payment has been received.

14. Upperwood Kennels reserve the right to charge extra during peak periods such as Christmas & New Year.

15. Upperwood Kennels have a zero tolerance of any abuse (may this be verbal or physical). You will be asked to leave with immediate effect.

16. You must disclose to us if your pet has any aggressive tendencies either towards humans and/or other animals. If we feel that your pet poses a threat to our kennel staff, then we reserve the right to refuse to board your animal. Should your pet become aggressive towards staff during their stay, your emergency contact may be required to give your pet emergency accommodation. Please be aware that should we have to transfer your pet on to yourself or your emergency contact, the full price for the duration booked will still apply and no refund will be given.

Customers or emergency contacts may be asked to remove difficult or dangerous pets from their kennels with immediate effect.

17. Upperwood Kennels reserve the right to retain any animal, charge for the extra stay until such time as the outstanding account is settled, or to dispose of the animal at a suitable rescue centre, if any account becomes overdue or the animal is not collected within 7 days of the due collection date. Any costs involved will be the responsibility of the owner.

18. All customers must adhere to Upperwood Kennels & Cattery’s opening hours -

Monday – Saturday 9am-11am & 3:30pm – 5:30pm

Sunday 9:30am-11am & 2pm -3pm

Any out of hours arrivals and departures can be made with prior arrangement at our discretion. This may incur an additional fee.

19. In the event of a delay in collection, notification must be given at the earliest opportunity and Upperwood Kennels reserves the right to refuse the extension.

20. There is free parking for drop off and collection of your pet. Upperwood will not be held responsible for any damage incurred to vehicles whilst in the car park.

21. Please note that your pet is your responsibility until a member of staff has taken them from you following the ‘checking in’ process at reception. No cat will be accepted for boarding unless contained within a suitable carry box. Please note if we deem the carry box unsafe/unsuitable, we may refuse entry or charge you for a safe suitable carry box.

All dogs must be restraint on a suitable secure lead or harness and must have been given the opportunity to go to the toilet before checking in. Please note this is the customers responsibility to make sure all collars, leads & harness’ are fitted correctly and Upperwood kennels will use our own equipment if we deem the items provided by the owner are not suitable.

22. All pets will be taken from the customer by a member of staff. No owners will be allowed to take their pets or belongings into their accommodation for health and safety reasons, and for the benefit of other pets in our care.

23. Whilst in our care, no animals will be allowed visitors, unless the dog/cat is removed from site, and returned within opening hours.

24. Any owner wishing their pets to share a housing unit do so at their own risk and must sign stating this. Should we feel it necessary to separate the pets, we will do so for the pet’s best interest, and an additional fee will be applied. No pets will be released until full and final payment has been received.

25. Upperwood Ltd reserves the right to change boarding/service fees at any time. Prices are subject to change without notice.

26. Please note that phone calls may recorded for training and monitoring purposes.

27. Please note you are on CCTV as soon as you enter our facility.

28. Please note no recording or photographs of our site and staff are permitted at any time. You will be asked to stop and remove any photo’s/footage with immediate effect.

29. Should you wish to provide food for your own pet. Please ensure you provide enough for the duration of your pets stay with clear instructions of how much to feed. If your pet runs out, there will be a fuel and time charge to the nearest stockist along with the cost of your food.

30. Upperwood Ltd reserve the right to add, change or vary these terms & conditions at any time with no notice. By singing these Terms & Conditions you are also consenting to these terms in any sister facility.

In addition you will be asked to complete and sign the following declarations and return to Upperwood Kennels by email of mail:

Dogs & Cats Boarding

I do / do not consent to my dogs/cats sharing a kennel unit.

If larger families are to be boarding in separate groups, please state the groups in which they are to be housed.

For dogs/cats owned by another customer that you wish to be housed together please state the full name of the customer & pet(s).

I AGREE / I DO NOT AGREE

By signing below you confirm that you have read and agree to the Terms & Conditions set by Upperwood Kennels & Cattery

Print Name:

Print Address:

Signed:

Date:

Upperwood Kennels

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