



TRENEWYDD  
KENNELS

## BOARDING TERMS & CONDITIONS

ALL OWNERS WILL BE REQUIRED TO SIGN THESE TERMS AND CONDITIONS BEFORE THEIR PET CAN BE ACCEPTED AT TRENEWYDD KENNELS BOARDING FACILITY:

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 DOGS BEING BOARDED ARE REQUIRED TO HAVE CURRENT UP TO DATE VACCINATIONS WITH THE CERTIFICATES BEING PRODUCED ON EVERY ARRIVAL, OTHERWISE BOARDING WILL BE REFUSED. ALL VACCINATIONS MUST BE VALID AT LEAST 14 DAYS PRIOR TO THE BOARDING BEGINNING AND COVER THE WHOLE OF THE BOARDING TERM. DOGS ARE TO BE VACCINATED AGAINST DISTEMPER, HEPATITIS, LEPTOSPIROSIS, PARVOVIRUS AND KENNEL COUGH.
3. WHILST EVERY CARE WILL BE GIVEN TO PETS, TRENEWYDD KENNELS 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 TRENEWYDD KENNELS TO TAKE IMMEDIATE ACTION AND SEEK VETERINARY CARE FOR YOUR ANIMAL, REGARDLESS OF THE CAUSE, IF WE DETERMINE THIS IS NECESSARY. TRENEWYDD KENNELS WILL ENDEAVOUR TO USE THE VET THAT THE ANIMAL IS REGISTERED WITH BUT IF THIS IS NOT POSSIBLE OR IN AN EMERGENCY TRENEWYDD KENNELS WILL DETERMINE THE VET WHO IS USED. TRENEWYDD KENNELS WILL ENDEAVOUR TO CONTACT THE OWNER OR THE EMERGENCY CONTACT VIA THE DETAILS YOU HAVE SUPPLIED.
4. TRENEWYDD 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 EXPENSES TO AND FROM A VET. WE MAY CALL YOU FROM THE VET'S SURGERY TO ARRANGE PAYMENT BEFORE TREATMENT IS COMMENCED.



TRENEWYDD  
KENNELS

## BOARDING TERMS & CONDITIONS

6. UNDER THE CURRENT GUIDELINES TRENEWYDD KENNELS IS NOT PERMITTED TO STOCK OR ADMINISTER PARASITE PREVENTION PRODUCTS UNLESS PRESCRIBED BY A VETERINARY SURGEON., THEREFORE, YOU SHOULD ENSURE YOUR PET IS UP TO DATE WITH FLEA AND WORMING TREATMENTS, ALLOWING SUFFICIENT TIME FOR THE PRODUCTS TO BE EFFECTIVE PRIOR TO BOARDING.

IF FLEAS AND/OR WORMS ARE SUSPECTED WE WILL OBTAIN APPROPRIATE VETERINARY ADVICE AND TREATMENT. VETERINARY FEES WILL BE APPLIED TO YOUR BOARDING CHARGE. A STANDARD CHARGE OF £10 WILL BE APPLIED TO EACH PET PRESENTING WITH PARASITES - (IN ADDITION TO THE VETERINARY COSTS) TO COVER THE EXTRA LABOUR TIME REQUIRED FOR CARING FOR PETS WITH PARASITES.

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 DOESN'T 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, OR PERSONAL ITEMS SUPPLIED BY THE OWNER THAT BECOME DAMAGED/ DESTROYED BY THE ANIMALS 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. CUSTOMERS ARE RESPONSIBLE FOR ENSURING THAT THEY HAVE ALL OF THEIR PET'S BELONGINGS WHEN LEAVING. ANY ITEMS LEFT UNCLAIMED BY OWNERS AFTER TWO MONTHS FOLLOWING BOARDING WILL BE DISPOSED OF. IT MAY BE NECESSARY ON OCCASION TO LAUNDRER PETS BEDDING IF SOILED DURING BOARDING. ALL BEDDING IS ROUTINELY WASHED USING OUR STANDARD DISINFECTANT. IT IS THE CUSTOMER'S RESPONSIBILITY TO INFORM TRENEWYDD KENNELS SHOULD THEY WISH FOR THEIR PET'S BEDDING NOT TO BE LAUNDERED IN THE EVENT OF SOILING. IN THIS EVENT SOILED BEDDING WILL BE REMOVED FROM THE ROOM AND STORED READY FOR HOME, AND REPLACED WITH OUR OWN BEDDING.



TRENEWYDD  
KENNELS

## BOARDING TERMS & CONDITIONS

9. ALL REASONABLE EFFORTS WILL BE MADE TO ADMINISTER ORAL, INTERMUSCULAR/ INTRAVENOUS, 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.

10. WHEN YOU MAKE A BOOKING REQUEST BY EMAIL, IN PERSON, TELEPHONE, WEBSITE OR SOCIAL MEDIA, YOUR BOOKING IS NOT CONFIRMED UNTIL TRENEWYDD KENNELS HAVE RECEIVED THE AGREED DEPOSIT. WE WILL ASK YOU FOR A 50% DEPOSIT AT THE TIME OF BOOKING. WE DO NOT ACCEPT CHEQUES. IF A BOOKING IS CANCELLED WITH 30 DAYS' NOTICE A FULL REFUND WILL BE GIVEN, CANCELLATION WITH 15 DAYS' NOTICE HALF OF THE DEPOSIT WILL BE REFUNDED, IF CANCELLED WITH 7 DAYS' NOTICE 25% OF THE DEPOSIT WILL BE REFUNDED, AFTER THAT NO REFUND WILL BE GIVEN. ALL CANCELLATIONS MUST BE MADE IN WRITING. ALL CANCELLATION REFUNDS ARE AT THE DISCRETION OF TRENEWYDD KENNELS. WHEN A BOOKING IS MADE AT TRENEWYDD KENNELS IT IS FOR THAT PARTICULAR TIME SLOT. BOOKINGS AND DEPOSITS CAN NOT BE TRANSFERRED TO FUTURE TIME SLOTS.

11. IF YOU COLLECT YOUR PET EARLY OR ADJUST YOUR BOOKING YOU WILL STILL BE CHARGED FOR THE ORIGINAL BOOKING, UNLESS THE BOOKING IS EXTENDED, FOR WHICH YOU WILL BE CHARGED THE EXTRA DAYS FEES. MOST 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.

12. BOARDING FEE'S WILL BE CHARGED AT THE FULL DAY RATE TO INCLUDE THE DAY OF ARRIVAL. FOR THE AVOIDANCE OF DOUBT, ARRIVAL IS CHARGED AS DAY 1. THE REMAINING BALANCE OF YOUR BOOKING IS PAYABLE ON COLLECTION.

13. TRENEWYDD KENNELS RESERVE THE RIGHT TO CHARGE EXTRA DURING PEAK PERIODS SUCH AS CHRISTMAS & NEW YEAR.

14. TRENEWYDD KENNELS HAVE A ZERO TOLERANCE OF ANY ABUSE (MAY THIS BE VERBAL OR PHYSICAL). YOU WILL BE ASKED TO LEAVE WITH IMMEDIATE EFFECT.



TRENEWYDD  
KENNELS

## BOARDING TERMS & CONDITIONS

15. 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 HOUSING UNITS WITH IMMEDIATE EFFECT.

16. ALL CUSTOMERS MUST ADHERE TO TRENEWYDD KENNELS OPENING HOURS.

OPENING HOURS: MORNING OPENING HOURS 9AM TO 12PM (COLLECTION ONLY). AFTERNOON OPENING 3.30PM TO 6PM (DROP-OFF ONLY.) FAILURE TO PICK UP DOGS IN THE DESIGNATED TIME SLOTS WILL RESULT IN AN EXTRA CHARGE OF £15. IF THE DOG IS COLLECTED BEFORE THE CONFIRMED END DATE AND TIME OF THEIR STAY NO REFUND OR PARTIAL REFUND WILL BE GIVEN.

17. IN THE EVENT OF A DELAY IN COLLECTION, NOTIFICATION MUST BE GIVEN AT THE EARLIEST OPPORTUNITY AND TRENEWYDD KENNELS RESERVES THE RIGHT TO REFUSE THE EXTENSION.

18. THERE IS FREE PARKING FOR DROP OFF AND COLLECTION OF YOUR PET. 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. TRENEWYDD KENNELS WILL NOT BE HELD RESPONSIBLE FOR ANY DAMAGE INCURRED TO VEHICLES WHILST IN THE CAR PARK.

19. WHILST IN OUR CARE, NO ANIMALS WILL BE ALLOWED VISITORS, UNLESS THE DOG IS REMOVED FROM SITE, AND RETURNED WITHIN OPENING HOURS.

20. 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.



TRENEWYDD  
KENNELS

## BOARDING TERMS & CONDITIONS

21. TRENEWYDD KENNELS RESERVE THE RIGHT TO ADD, CHANGE OR VARY THESE TERMS & CONDITIONS AT ANY TIME. HOWEVER, YOU WILL BE NOTIFIED.

IN ADDITION, YOU WILL BE ASKED TO COMPLETE AND SIGN THE FOLLOWING DECLARATIONS:

I DO  DO NOT CONSENT TO MY DOGS TO 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.

### DOG EXERCISING

I DO  DO NOT CONSENT TO MY DOG BEING EXERCISED WITH OTHER SUITABLE DOGS DURING THEIR STAY AT TRENEWYDD KENNELS.

ANY BEHAVIOURAL OR AGGRESSIVE TENDENCIES MUST BE DECLARED.

### SOCIAL MEDIA/ MEDIA RELEASE

TRENEWYDD KENNELS ARE REQUESTING YOUR PERMISSION FOR:  
TO BE PHOTOGRAPHED/VIDEO RECORDED DURING THEIR STAY.

WITH YOUR AGREEMENT WE WOULD LIKE TO USE THESE PHOTOS FOR ADVERTISEMENT PURPOSES E.G. FACEBOOK, INSTAGRAM AND TRENEWYDD KENNELS WEBSITE.

I AGREE  I DO NOT AGREE

PLEASE BE ASSURED THAT IF YOU DO NOT GRANT PERMISSION YOUR PET WILL NOT BE PHOTOGRAPHED.

BY SIGNING BELOW, YOU AGREE TO TRENEWYDD KENNELS TERMS & CONDITIONS OF ACCEPTANCE.

FULL NAME:

SIGNED:

DATE: