**Birchwood Lodge Kennels and Cattery**

**Terms and Conditions**

We are fully insured and in order to comply with our policy we require that you comply with the following conditions to ensure that your dog has a safe and comfortable stay at Birchwood Lodge Kennels and Cattery.

Please note that any personal items are left, at the owner’s risk.

On arrival an up to date vaccination certificate is required. We also require the dates of worming and flea prevention. We are unable to board any dog which does not have a valid vaccination certificate.

Please ensure that your dog is always kept on a lead especially on arrival at the kennels. If the health of any dog causes concern upon arrival, we reserve the right to refuse accommodation. We require owners to notify us of any prior medical condition affecting their pet and we will endeavour to administer any prescribed medication. If, in the judgement of the proprietors, any dog requires veterinary treatment during its stay it will be referred to the owner’s nominated local veterinary practice, or if none is provided, we will use our own Vet. Please see address below.

Vet on the Hill, 17 Essendene Rd, Caterham CR3 5PB.

Owners are liable for all veterinary consultation and treatment costs. If you provide the policy details of your pet’s insurance, we will notify the veterinary practice.

We require your advice about the diet for your dog/cat during its stay at Birchwood Lodge Kennels and Cattery. We supply a variety of high-quality dog/cat food, for us to feed to your animal. Alternatively, some of our customers prefer to bring their own food.

Birchwood lodge takes and uses photographs of your animal(s) for promotional purposes. If you wish not to have your pet photographed, please let us know.

We also require your advice about how you prefer your dog to be exercised

(e.g. on/off lead, with/without other dogs) and we will ensure that these preferences are respected. Whilst every effort is made to look after the animals in our care, we cannot be held responsible for loss or injury.

Boarding Fees are charged on a 24 hour daily basis and our current rates are posted on our web site (<http://birchwoodlodgekennels.co.uk/>) and our office noticeboards for your information. Refunds only given at managements discretion.

Please notify us as soon as possible if you need to cancel a booking.

We reserve the right to charge the Full Boarding Fee if no cancellation is received or a cancellation is made with less than 5 days’ notice. We have limited amounts of kennels and catteries available. Every booking taken is important to us. All bookings taken result in kennels and catteries being reserved for your beloved pet. If these are not cancelled with notice, this leaves empty kennels and catteries at a cost to us.

Please arrange to deliver and collect your dog during the specified opening times; failure to do so may incur additional charges. We do not refund fees in the event of early collection.

If the animal is not collected on the agreed date, with no contact from the owner after 14 days, the animal is presumed to be abandoned. The management will therefore have the right to re-home the animal as seen appropriate.

Payment can be made by cash, bank transfer or debit/credit card; we do charge VAT.

Our VAT no is GB 232 3931 28

For your own and your dog’s safety and security please observe the Birchwood Lodge Kennels and Cattery House Rules when you visit us. These are displayed on our noticeboards.

If you have any concerns at all, please let us know immediately – we want your dog/cat to have a safe and enjoyable stay here at Birchwood Lodge Kennels and Cattery and for you to have peace of mind.