



TERMS AND CONDITIONS

VACCINATIONS AND VETERINARY ISSUES

We require all animals to have received their booster vaccinations before boarding. Booster vaccinations must be administered a minimum of one week before boarding. Fur Cottage will need sight of each animal's vaccination certificate. If you do not provide proof of an animal's up to date vaccination record, on or before arrival, we will be unable to accept them. The full boarding fee will still be payable. If you prefer to have your animal Titer tested, you are required to show the relevant paperwork prior to boarding.

Your dog is not required to have the Kennel Cough vaccine to board in kennels. Kennel Cough vaccines are left to the owner's discretion. Any kennel cough vaccinations must be administered a minimum of two weeks before boarding.

We do not accept animals reliant solely on homeopathic vaccinations.

It is important to inform us if you have a bitch in season, or due to come into season, during the boarding period. It does not affect your animal's right to board with us, but it is essential that this information is shared to protect all animals.

To ensure we care for your animals to the highest standard, it is also essential that you inform us of any medical needs or significant medical history. When your animal/s first board at Fur Cottage, you will be required to complete a History Form. You will be asked to review this form each time your animal boards at Fur Cottage.

PAYMENTS

A deposit is required to confirm all bookings. This deposit is non-refundable and non-transferrable under any circumstances. Fees are payable either by debit/ credit card or cash.

- For bookings of one night only, the deposit will be the cost of one nights boarding.
- For bookings of two nights or more, deposits will be 50% of the boarding fee.

Your bill will be calculated based on the number of nights your animal is with us. Your full bill is payable on collection. Animals will not be returned until all boarding fees are paid. This includes any costs that have incurred during the boarding period. Please refer to additional costs for more information.

Boarding costs are as follows:

Dogs	Charge/ per night
1 dog	£20
2 sharing	£28
3 sharing	£38
4 sharing	£50
5 sharing	£58

Cats	Charge/ per night
1 cat	£10
2 sharing	£18
3 sharing	£24

*Owners are required to be present on their animal's first stay at Fur Cottage. This is so that owners can complete all the required paper work. If this is not possible, owners must attend Fur Cottage, prior to boarding.

DROP OFF AND COLLECTION TIMES

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning Drop off	09:00 – 12:00	09:00 – 12:00	09:00 – 12:00	09:00 – 12:00	09:00 – 12:00	09:00 – 12:00	11:30 -12:30
Morning Collection	09:00 – 10:30	09:00 – 10:30	09:00 – 10:30	09:00 – 10:30	09:00 – 10:30	09:00 – 10:30	11:30 -12:30
Afternoon Drop off/ collection	16:00 – 17:30	16:00 – 17:30		16:00 – 17:30	16:00 – 17:30		

- Morning collections result in no charge for that day.
- Afternoon collections incur a boarding fee for that day.

FOOD

To encourage good digestive health, it is vital that your animal's usual diet is continued whilst boarding. We encourage customers to bring in their own dog food – ensuring that there is ample quantity to last for the duration of the stay, with a little extra in the event of unexpected delays in collecting your animal. Animal food should be clearly labelled and packed in a container.

If you wish, animals can be fed our own wet and dry food - but this could increase the risk of digestive issues which will have a negative impact on the animal's well-being and their health.

MEDICINES AND SPECIALIST CARE

All owners are required to complete a medical release form. Owners are also to use this form to communicate any medicinal needs that their animals may have. Charges apply where medicine is required to be administered. Owners agree to pay any supplementary charges due to administering medicines.

- Basic medicines administered within working hours have a supplementary charge of £1 per day.
- Basic medicines administered outside working hours have a supplementary charge of £5 per day.
- Enhanced treatment will be charged according to risk and time involved. Costs TBC with the Kennel Managers.

If your animal requires basic treatment (Conjunctivitis, Diarrhoea etc), using over the counter medications, the cost of these medicines will be added to the owners final bill.

If your animal becomes ill, or if the state of the animals health requires medical attention, then Fur Cottage will administer aid or engage the services of Oakhill Veterinary Services. Fur Cottage can arrange for up to £5000 of treatment at the owners expense.

EXERCISING DOGS

All dogs that are boarding at Fur Cottage will be exercised daily. Depending on the dog and its temperament, this may involve socialising with other animals using our 'Buddy System'. Our utmost care will be used when matching dogs and your permission is required to exercise you dogs in this way. Dogs are exercised in either the outdoor runs or the grassed paddock. Professional judgement is also used when exercising dogs. Owners are required to complete a waiver form for their animals to participate in the Buddy System.

DOGS COLLARS AND TAGS

All dogs must arrive at the kennels with an appropriate collar and name tag. If your dog doesn't normally wear one, please bring one with you so that it can be worn whilst your dog is exercised. This is now a legal requirement.

BEDDING & TOYS

Where owners prefer to bring their animal's own bedding, they should only bring items that can be disposed of, in case they become badly chewed or damaged. Please do not bring items with sentimental or high monetary value - we cannot guarantee their safe return. Large, absorbent beds (that cannot fit inside a Fur Cottage plastic animal bed) cannot be washed. We cannot guarantee they will be returned clean. We do not accept duvets.

ANIMALS SHARING ACCOMMODATION

Where multiple animals are sharing kennel: if an issue arises during your animal's stay, where they have to be segregated from one another, we will separate them for their own well-being and safety. If this occurs there will be an increase in charge to be paid upon collection. These charges will follow the standard boarding fees charges.

AGGRESSIVE DOGS

If your dog requires specialist handling (and Fur Cottage's Dog Behaviourist is required to ensure safe boarding and handling) additional charges may apply. For all animals where this is applicable, boarding will be at the Kennel Managers' discretion.

We will not accept banned dog breeds for boarding. This exclusion does not necessarily extend to those with an exemption certificate. The boarding of banned dogs with an exemption certificate will be at the Kennel Managers' discretion.

ABANDONED ANIMALS

If you aren't going to be able to collect your animals on the date of their departure, you must contact us immediately. If animals are not collected on the arranged date of their departure, and the owner has not made contact, each day a late check out fee will be added to your booking fee. Animals that are not collected within 14 days of their departure date (and where the owners have not made any attempt to contact us) will be rehomed or moved to an animal shelter. The animal's owner will be liable for all additional expenses incurred.

PERSONAL DATA

When you make a booking with Fur Cottage Kennels and Cattery, you are entering into a contract with us. In order to properly perform our side of the contract we need to record details relating to you and your animal(s). We will take reasonable care of your personal data and only process it fairly and lawfully under the terms of the GDPR (General Data Protection Regulations).

PHOTOGRAPHY AND FILMING

Unless you explicitly instruct us otherwise, we may photograph and/or film your pets whilst they are with us. We may use such material as part of our marketing, both online and elsewhere. We will not use your name or that of your pet. These images will be the property of Fur Cottage.

ACCIDENT AND ILLNESS

In the case of any accident or illness, Fur Cottage will do their utmost to use the animals designated veterinarian, but if for any reason this is not possible, Oakhill Veterinary Surgery in Kirkham will be used. Fur Cottage will always make attempts to contact you or your emergency contact if there is an issues with your animal. Owners of animals are liable for all veterinary fees. Owners are required to complete a Fur Cottage's Medical Release Form and The Boarding Contract and Waiver prior to boarding.

LIMIT OF LIABILITY

Comprehensive care will be taken of your animal whilst it is boarding with us. All reasonable care will be exercised to protect the health and safety of your pet, however boarding is at your own risk. In particular, any veterinary costs incurred during the boarding period must be met by you. By accepting our terms and conditions of boarding, you absolve Fur Cottage Kennels and Cattery, in the absence of gross negligence, of all liability for illness, injury or death of your animal.

ZERO TOLERANCE

Fur Cottage operates on a policy of zero tolerance regarding aggression or verbal abuse on Fur Cottage Premises. Any customers, or their associates, who display aggressive or abusive behaviours towards others will be instructed to remove themselves immediately from the property and their animals will no longer be able to board at Fur Cottage Kennels and Cattery.