

Boarding Terms & Conditions

Thank you for considering Wythall Animal Sanctuary for your dog boarding needs. Please read our Terms & Conditions prior to making a booking with us.

Rates

Dogs

□ £15 per day per dog £25 per day for two dogs sharing a double kennel

Booking Procedure

Booking is charged per day and includes day of arrival and day of departure.

Provisional bookings can be made over the phone. To secure your booking we require a **deposit**. We reserve the right to remove a provisional booking if the booking is not confirmed with a deposit and proof of vaccination 14 days after taking the provisional booking.

The balance is due on the day of collection.

You may make a booking by telephone on 01564 823288 or you can call in at reception between 9 – 4pm.

Payment

You can pay by debit or credit card, over the phone or in person.

Arrival/Collection times

You can drop off or collect your pet between 9 – 10.30am or 2.00 – 4pm daily. Please note if you collect your pet early, you may still be charged for the original dates booked.

We are not open for arrivals or collections on Christmas Day, Boxing Day, or New Year's Day.

Wythall Animal Rescue

Middle Lane | Kings Norton | Birmingham | B38 0DU | Tel. 01564 823288 Web:
www.wythallanimalrescue.org | Email: info@wythallanimalrescue.org

We reserve the right to rehome your pet after 4 weeks if it hasn't been collected within 2 weeks of the arranged collection date or we haven't receive any communication for the owner and if reasonable efforts to contact the owner or their emergency contact have failed.

Cancellation

You may cancel your booking and receive a deposit refund, minus a £10 administration fee within 14 days of the day you paid your booking deposit.

The cancellation period ends 14 days after the day you pay your booking deposit after which time your deposit is **not refundable**. This policy is in response to last minute cancellations and no shows and is in accordance with the Consumer Cancellation Regulations Act 2013.

Possessions

You are welcome to bring bedding and toys for your pet but it isn't necessary, we have everything your pet will need. Unfortunately we are unable to take responsibility for the return of any items you leave with us (you will appreciate it is hard to keep track of all of these items for every resident on a daily basis as dogs are arriving and departing constantly).

Health

A condition of boarding is that your pet is in a fit and healthy condition and has proof of up to date vaccinations for parainfluenza, distemper, hepatitis, parvovirus, leptospirosis and kennel cough.

We reserve the right not to accept an animal into our boarding kennels if we suspect they have an infectious disease or if a bitch is about to go into season. In this situation your booking deposit will not be refunded. It is your responsibility to be aware of infections and the heat cycle of your bitch. You agree to this condition by signing our Boarding Agreement at the time of booking.

Should your pet become ill or injured while staying with us it will receive immediate veterinary attention at Southcrest Veterinary Centre and we will liaise with your own vet for matters of ongoing treatment. We will contact you on your emergency contact number while you are away to advise you of any health matters relating to your pet and to inform you about any necessary treatment. Any vets fees incurred will need to be settled at the time of collection.

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Wythall Animal Rescue has insurance in place for animals in our care for kennel related illness or injury (not current or recurrent conditions). If your animal becomes ill after leaving our care please inform us within 3 days of departure. "Kennel related" health issues include, injuries occurring during their time with us, negligence in our duty of care, injury by another animal in our care, contracting kennel cough or another contagious disease whilst within our care. Our insurance does not cover your pet for any pre existing illness or injuries prior to the being admitted for boarding with us.

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