



**Audley Lodge  
Boarding Kennels**

**Hours Of Business**

Monday to Friday  
9.30am–12.00 Noon  
2.00pm – 5.00pm

Saturday & Sunday  
10.00am – 2.00pm

**No Drop off & Collect on  
Bank Holidays**

**Boarding Kennel Booking Form - 2018**

Owner Name.....Home Tel.....

Home Address.....

..... Post Code.....

E-Mail Address.....

**Arrival Day..... Time..... Departure Day..... Time.....**

Mobile Tel..... How did you hear about us.....

Pets Name	Breed & Colour	Age	Sex	Castrated / Spayed	Additional pets please State Share / Own Suite (must be same family)

**Boarding Tariffs**

(Prices are subject to alteration  
without prior notice)

**All prices exclude VAT**

*Based on One Pet / Suite  
Single deluxe Suite - From:  
£20.95 / Day*

*Super Deluxe Suite – From:  
£24.95 / Day*

*Additional pets sharing same  
kennel (same family only) are  
charged at lower rates (Up to  
47% discount) – Please call for  
rates or see website*

*Supplementary rates will apply  
to bank holidays & peak periods  
– Please call for details -*

*A deposit of 50% is  
payable on booking with  
the balance due on the  
date of arrival.*

See Terms and conditions for details of  
deposit refunds policy

**Official Use Only**

Vaccinations  
seen: .....

Micro Chip Number:  
.....

Usual Food.....

Feeds per day..... Qty per feed.....

Are you happy for us to provide treats for your pet: Yes / No..... If yes are there  
any treats or chews you would not like us to give your pet.....

Vet Practice..... Tel Number.....

Vets Address.....

.....  
Please state any medical conditions, allergies, injuries or medication to be administered,  
include anything we need to be made aware of to ensure the comfort of your pets stay

.....  
We are fully insured but our insurance will not cover existing conditions, if your pet is  
insured, please provide insurance details:

Insurance Company..... Policy Number.....

In case of emergency, we need a UK contact who can collect your pet or authorise any  
treatment required, if we are unable to contact the owners:

Emergency Contact Name..... Mobile Tel.....

Address.....

..... Home Tel.....

I have read and agree to all the terms and conditions attached:

Customer Signature..... Date.....

## Terms and conditions of Boarding

### Booking & Payment Terms

- A 50% deposit is required when making a booking (deposit is refundable in full provided cancellation is made at least 62 days prior to the date of your pets arrival, less an admin fee of £23 per booking cancelled). The balance payment will be due on arrival. If a client cancels within 31 days of the arrival date then the full fee will be due.
- All major credit cards / Debit Cards & Cash are accepted. Payment can be made over the telephone
- All pets are charged for the day of their arrival and the day of their departure regardless of the time of arrival or departure.
- A telephone enquiry or a provisional booking is not accepted as a booking. To reserve a place a booking form must be completed in full and the deposit paid in full.

### Drop Off & Collection

- Please ensure you drop off and collect within the stated opening times, we cannot accept or return your pet outside of these times.
- Pets arriving after or collected before the booked dates will be charged for the fully booked stay.
- If you are arriving late and cannot collect your pet on the collection date then you must ensure you or your nominated person contacts us. If possible we will allow your pet to stay for the extra time at our standard rates. If a Pet is collected late without prior agreement there will be charged for the extra days plus a surcharge of £25 per day.
- You must ensure your pet is on a lead at all times whilst you are transferring them to our staff or returning to your vehicle.

### Inoculations / Vaccinations / Kennel Cough

- Your pet must have ALL the up-to-date vaccinations / inoculations, including but not limited to: Distemper, Hepatitis, Parvovirus, Parainfluenza, and Leptospirosis. The treatment must have been given at least 4 weeks prior to your arrival date & the next inoculation / vaccination date must be on a date after your collection date.
- Canine Infectious Bronchitis (Kennel Cough) is required. The treatment must have been given at least 3 weeks prior to your arrival date & have been given within 12 months of your collection date.
- Proof of vaccination, including kennel cough in the form of your pet's up to date vaccination certificate MUST accompany your pet on arrival with us. Your vet can provide vaccine information. If proof of all current vaccinations are not shown on arrival we will not accept your pet for boarding. You will also be liable for the full cost of your pets stay.

### Microchipping

- As from the 6<sup>th</sup> of April 2016 you are required by law to have any dogs microchipped. If you bring your pet without a microchip we will ask that we can chip your pet whilst they are boarded at the kennels. We will make a charge for this service. If you do not agree to your dog being microchipped then we have (under our licence conditions) the obligation to report your details to the local authority.

### Emergency Contact & Early Pet Returns

- Your emergency contact may be required to authorise treatment for your pet, you must ensure your contact is aware of their responsibilities. In extreme cases, where we feel there is a danger to our staff or we feel your pet is not suitable for the boarding environment, we could decide to return your pet to you or the emergency contact prior to the booked collection date. You must ensure your contact is aware and has the facilities to take back your pet in these circumstances. Should we need to ask you or your contact to collect your pet due to their behaviour then you will be liable for the full cost of your pets stay. Should we need to return your pet due to an emergency evacuation then you will not be charged for the balance of the booked stay.

### Your pets temperament / Condition / Injury or Illness

- All pets boarded must be fit, in good condition and have a good temperament. In the event your pet does fall ill during boarding, we reserve the right to call in a veterinary surgeon or take your pet to our nominated 24hr vet. All costs will be borne by the owner, it will be the owners' responsibility to claim back any cost from their insurer. Costs will include, but not be limited to; veterinary call-out fees, transportation, veterinary accommodation costs.
- We reserve the right to refuse to board a pet that, in our opinion, we feel would be unsuitable to be in the boarding environment.
- Though we emphasise we will take the best of care of your pet during their stay, we do not accept responsibility for injury due to the behaviour of your pet whilst boarded at the kennels.
- The pet owner is fully responsible for any loss damage injury or cost incurred, as a result of your pets behaviour, that is inflicted on any staff member, visitor or property, during their stay at the boarding kennels.
- Should we find any pet hosting fleas, then we will, at the time of collection, require payment for the treatment of the condition and any surrounding environment considered, by staff, to be necessary for treatment.
- We require details of any pre-existing condition and reserve the right to consult a veterinary surgeon should we feel it necessary, the signing of our conditions gives us your consent to do so.
- All pets are insured during their stay with us. However, our insurance does not cover any pre-existing or ongoing conditions requiring veterinary care & any injury resulting from contact between family pets who are sharing accommodation. All veterinary bills are the responsibility of the owner until our insurer accepts any claims.
- If you have requested your pets are boarded together we will accept no responsibility for any injury incurred due to your pets fighting with each other. We also reserve the right to separate your pets should we deem it necessary for their, or others safety.

### Belongings

- You can bring your own beds, toys, blankets etc... Please clearly mark any belongings you wish to bring for your pet. Though we will make every effort to ensure no item is lost, we will be playing with your pet on a regular basis & items may go missing, get chewed, broken or soiled. We therefore, cannot accept responsibility for lost items & reserve the right to dispose of any item that is damaged or beyond repair / cleaning.

### Food

- We require you to provide your pets pet food for the duration of the stay, we can provide food but this will be at an extra charge..

### Abandoned Animals

- In the event your pet has not been collected within 3 days of the collection date we will attempt to contact you or your emergency contact. If no contact is made and a new return date agreed then we reserve the right to have your pet moved to a re-homing centre. We also reserve the right to take legal action to recover any cost incurred in boarding, feeding, treating and re-homing your pet.

**Please completed return to: Audley Lodge Kennels, Old Barn, Moat Lane, Audley, Staffordshire. ST7 8HS or sign and e-mail [info@audleylodgekennels.co.uk](mailto:info@audleylodgekennels.co.uk)**