



BOARDING CONDITIONS CHECK LIST

Vaccinations

On your Pet's arrival at the Kennels / Cattery we will require to see a current vaccination certificate. This must show a booster vaccination having taken place within the last 12 months and signed off by a qualified Veterinary Surgeon. The certificate must show the booster having been administered as part of a course of vaccinations.

Dog Vaccinations must safeguard against the following diseases: Distemper, Parvovirus, Hepatitis, Leptospirosis and Parainfluenza. Cat Vaccinations must safeguard against Cat Flu and Feline Enteritis, we do not insist upon the vaccination for Feline Leukaemia.

Kennel Cough Vaccinations

All dogs must have a current Kennel Cough (Infectious Tracheobronchitis) vaccination. Your dog must have this at least 2 weeks prior to arrival at kennels. This is NOT part of your annual booster vaccination. If you are in any doubt, Kennel Cough vaccines can be identified on your vaccination card / certificate as 'Intrac' (which lasts for 6 months) or 'Nobivac KC' (which lasts for 12 months).

Notification of Medical Conditions

If an animal has a medical condition of any sort we must be notified at the time of booking. If we have not been notified of such a condition or course of medication, we reserve the right to refuse admission. If a cat has previously suffered from Cat flu it will not be accepted.

Flea Treatments

All Animals must be covered by a known flea treatment, such as 'Frontline', 'Stronghold' or 'Advantage' before they are boarded. These products have varying lengths of effectiveness. Animals that arrive with fleas will be administered such a product and charged accordingly.

Worming

An effective Wormer, such as 'Drontal' or 'Panacure' must have been administered to any Dog or Cat prior to boarding. This should be taken at least a week before coming into the Kennels / Cattery. Please check with your Veterinary Surgery on how long each product will protect your Pet.

Minimum Age

In normal circumstances we would operate a minimum age policy of 6 months.

Maximum Age

We operate a maximum age policy of 14 for standard, small and medium dog breeds. If a dog is a large / maxi / giant breed this maximum age may reduce.

Emergency Contact Numbers

On your Pet's arrival at the Kennels / Cattery you will be asked for an emergency contact telephone number. This may be a friend, relative or neighbour or even your own mobile number (Please ensure reception is satisfactory in your destination).

Diets

When you arrive at the Kennels / Cattery you will be asked what your Pet is fed on. Although we stock a vast choice of pet foods, it is your responsibility to make sure we stock what your Pet is fed on. We strongly recommend your Pet be kept on the same diet. If we do not stock the food you feed, we would normally request you bring enough for the duration of your Pet's stay.

Bedding

We supply plastic hygienic beds for both cats and dogs. You may bring any soft bedding that you wish (no duvets, as these are too large to wash).

Pet Taxi Service

We can collect and deliver your Pet from your house if specifically requested at the time of booking. This service is only operated weekday mornings. An additional charge will be levied, the price dependant on location. If a wasted journey has been made due to your late return from holiday, we reserve the right to levy an additional charge.

Washing / Grooming

We find that in most cases, dogs after a lengthy stay in Kennels will require a wash before they go home. This can be pre-booked with our reception staff on your Pet's arrival to Kennels. An additional charge will be levied for this service, the price being dependant on size / breed etc. It should be noted that washes will not be done unless the Animal Owner has specifically requested this service.

Veterinary Insurance Cover – (Max age 10 Years)

Boarding fees include Veterinary fees incurred following accidental injury, sickness or disease contracted during the period that the pet is boarded on the premises (Max age 10 yrs), or arising within 72 hours of departure to a max of £350. (unless caused as a result of aggressive or over exuberant behaviour). Cover does not extend to pre-existing Veterinary conditions.

Basis of Charging

We do not operate a 24 hourly charging system.

Most Boarding establishments charge a whole day for both the day of arrival and collection, irrespective of what time you drop off or collect your animal. We operate a half daily charging system.

When a price per day is quoted this represents a working day as follows;

1. A morning Session 8.30 (9.00) – 13.00, which will represent a half daily charge.
2. An afternoon Session 14.00 – 16.30 (17.30), which will represent a further half daily charge (summer hours in brackets).

Or any combination of the above, e.g. an afternoon & a morning, or a morning & an afternoon.

Therefore if an animal is dropped off during one morning session and collected during the morning session of the following day, this will represent a charge of a day and a half (2 mornings, 1 afternoon)

If an animal is dropped off during the morning of one day and collected during the afternoon of the next, this will represent a total charge of 2 days (2 mornings, 2 afternoons).

Periods of Boarding

If a pet is collected before the date of collection previously advised, we reserve the right to charge for the previous period intended. The date entered on the 'Boarding Agreement' will prevail. This is because we can only take other bookings for periods that have not been booked by others. It will be highly likely that we would have turned away other prospective customers for the day/days in question.

Deposits

In busy periods such as; School Summer holidays, School Christmas & New Year holidays, School Easter holidays and School Half-Terms, all customers will be required to pay a 50% deposit. In normal periods other than those detailed above customers will be required to pay a 25% deposit. Deposits will secure your booking and act as an administration charge. Deposits will only be refundable if written cancellation is received in excess of 45 days prior to the commencement of boarding. Deposits will not be refundable, but may be transferable to a future booking if cancellation is notified in writing less than 45 days, but more than 31 days prior to the commencement of boarding. If 31 days or less notice is given prior to boarding, customers will lose their deposits completely.

A deposit must be paid at the time of booking by either debit card, cash or credit card.

Late Cancellation Charge

We reserve the right to charge for the whole period originally booked in the event of late cancellation, non attendance/arrival, or late adjustment to the original period booked.

Late cancellation or late adjustment of the original period booked, will be classified into two differing categories, based on our likelihood of re-booking the dates in question to another prospective customer:

1. Busy periods (as detailed above in 'Deposits' above) - 14 days or less, notice prior to the commencement of boarding.
2. Normal periods (as also detailed in 'Deposits' above) 3 days or less, notice prior to the commencement of boarding.

Aggressive / Destructive Temperaments

We do not encourage animals with aggressive or destructive temperaments. In cases where animals are left that prove to be aggressive towards other animals or staff, or destructive to our facilities, we will contact you to arrange their removal. All damage caused by an animal to any area will be chargeable to the Animal Owner.

Christmas, Boxing & New Years Day Supplements

All customers will be charged a supplement for Christmas Day, Boxing Day and New Years Day. The supplement will be double fees for these days only. We are closed to the public on these days only.

Value Added Tax

All prices quoted and charged include VAT at the current rate.

Payment

We accept Debit Cards, Credit Cards or Cash.

Opening Hours

It would be greatly appreciated if customers could collect or drop off their Pets at least half an hour before we close.

SUMMER HOURS (from last Sunday in March)

Monday-Saturday
8.30am-5.30pm

Sundays
10.00am-4.30pm

Bank Holidays
Sunday Hours

CLOSED FOR LUNCH EVERY DAY
1.00pm-2.00pm

WINTER HOURS (from last Sunday in October)

Monday-Saturday
8.30am-4.30pm

Sundays
10.00am-4.30pm

Bank Holidays
Sunday Hours

CLOSED FOR LUNCH EVERY DAY
1.00pm-2.00pm

CLOSED TO THE PUBLIC
(but open to residents)
Christmas Day
Boxing Day
New Years Day

Message from the Owner

We do hope you choose Charlesberry Kennels & Cattery for your Pet's forth-coming holiday. Over the last 15 years we have established an enviable reputation amongst the Pet Boarding industry.

We boast Staff that are Qualified to Diploma level in Animal Care.

We are members of The Pet Care Trust. (This binds us to a strict code of practice, on standards of Hygiene, Size and Temperature of Accommodation, Staff Training, Exercise Facilities, Emergency procedures and much, much more).

We are also members of the British Kennel & Cattery Association.

Our Customers include Veterinary Surgeons, Veterinary Nurses, Doctors, Dentists, International Sports Men & Women, T.V. & Radio Personalities.

We realise you have a choice in where your Pet stays and strive to mirror your own daily routine as much as possible.

We are continually trying to improve our facilities and services that we offer and would welcome any suggestion you may feel relevant .

We do hope to see you and your Pet soon.

Stuart Clarke

Charlesberry Kennels & Cattery, Sherington Road, Sherington Bridge, Newport Pagnell, Bucks. MK16 9JA.
Telephone: 01908 612222. E-mail: stuart@theKennels.com