

IMPORTANT NOTES AND REQUIREMENTS

At Blackwood Boarding Kennels we try to be as accommodating as possible, however, for our own efficiency, and the safety and wellbeing of our staff and the dogs, the following terms and conditions apply:

- Any dog/s that comes to stay with us must be fully up to date with the required annual vaccinations before they come to stay. If the dog/s are due their vaccines the same month they come to stay, they must have their boosters **before** their stay. If you cannot provide a signed vaccination card, you must get a signed letter from your vet as proof of the vaccination status of your dog/s. The booster vaccines required **must** cover:
 - Parvovirus
 - Leptospirosis
 - Canine influenza
 - Distemper
 - Canine hepatitis
- The kennel cough vaccine is **highly recommended**; however, we do not insist on it.
- A flea and worm treatment must be given by your vet a **minimum of 3 months** before your dog/s stay. Treatments bought from a supermarket and administered at home are not accepted as valid treatments, however, treatments prescribed by a vet and administered at home are valid provided proof of prescription is shown.
- If your dog/s have not stayed with us, or been in any kennels before, then we highly recommend bringing them to stay for a day visit (11am-4pm, charged at the daily rate) 1-2 weeks before their main holiday.
- While we do offer day visits for new customers as a way of acclimatising new dogs, we are not a day care so if your booking is for only one day or one night, it may be declined, especially during peak season.
- When booking your dog in, you will be given an appointment time for drop off and pick up. We must emphasise that this is **an appointment time and you must stick to it**, in order to ensure minimal congestion and overlap of customers. We will endeavour to give you a time that suits both you and ourselves, however please note that:
 - If you turn up early, you may be asked to remain in your vehicle and wait until your appointment time (if you turn up especially early you will be asked to leave and return at your appointment time).
 - If you are late, you may not be seen until the next available appointment time or you may be turned away altogether. If exceptional circumstances such as unexpected traffic or flight/ferry delays affect your ability to arrive on time, we expect you to let us know as soon as possible so that other activities and appointments can be rearranged if necessary.
 - We are CLOSED between 1pm and 2pm for lunch, unless prior agreement has been made you cannot arrive between these hours.
 - You **may not** turn up without a prior appointment.
 - When you arrive, **remain in your vehicle until someone comes to see you. DO NOT wander around the premises or let your dog/s out as we have strict biosecurity measures. If you have arrived on time and no-one comes to see you within 5 minutes, please feel free to pep your car horn or ring 07311214751 to let us know you have arrived, we don't mind.**

- Our daily rates are as follows:
 - £20 per dog, per day if you bring food for the full stay
 - £22 per dog, per day if you would like us to provide food for the full stay.
- We request a deposit payment at the time of booking. You will receive a booking overview via email with all the details of the booking, what the deposit will be and how to make payment. If the deposit is not made within 7 days of you receiving this booking overview, we cannot guarantee the kennel for your dog/s, especially during peak times. We are happy to provide electronic receipts for any payments, please state this when booking.
- A final invoice for the remaining payment will be emailed 14 days prior to drop off. If we have not received payment by the date indicated on the invoice, you will be contacted. If there is no response thereafter your booking will be cancelled and we may refuse any booking requests in the future.
- We are happy to take dogs in over Christmas and New Year, however, we charge a double rate for any dogs booked in over Christmas Day, Boxing Day and/or New Year's Day. We also do not allow any drop off or pick up on those days.
- We are **CLOSED** on Wednesdays. Dogs are welcome to stay with us but there are no pick ups or drop offs on Wednesdays.
- We do not require any bowls, leads, toys or beds as we provide all these during the stay. If you believe it would be of benefit to your dog/s then you are welcome to leave **one small blanket/towel and one favourite toy** for your dog/s during their stay.
- In the event of a cancellation, the deposit will be retained. If the cancellation occurs with **less than 7 days notice**, then the **full cost will be retained, and no refund will be issued**.
- If your dog/s have **any** history of any kind of aggressive behaviour in any situation, you must make us aware of it before booking them in. If your dog/s are particularly shy or timid, we also must be aware of this before they are booked in. (We will never turn a dog away due to previous behaviour, however, it is much better to make us aware beforehand)
- Due to the potential risk, we do not 'pack walk' or allow other customer's dogs to mix, especially if they are new dogs. All dogs are walked individually (except if they are part of the same family) and are given plenty of individual attention. We have a variety of walks available as well as a small river running through the garden for any water-loving dogs. If your dog is not trustworthy off the lead, without an enclosure, you must make us aware of this.
- We like to keep our customers updated with pictures of their dogs, we usually send any pictures to the owners first before posting them on our website and Facebook page. If for any reason you do not want photos of your dog posted online, please indicate this when booking so a note can be made.