



Bespoke Boarding and Daycare Terms and Conditions

Prior to arrival please ensure you have provided a fully completed booking form and have worked with us to design your dog's routine, exercise and enrichment plan along with anything else which may be required to ensure all welfare needs for your individual dog will be met to the highest standards possible for the duration of their stay (these could include: medication procedure, housing plan and/or cross-household interaction plan). Ensure you have provided us with up-to-date vaccination information and any evidence that the dog has met all the UK's pet import requirements if required.

On arrival, please ensure your dog/s arrive in a safe manner, and are left in your vehicle (temperature permitting) until fully booked in. They remain your responsibility until you leave our property.

Be aware that a health check will be given to your dog upon arrival where we will check for any signs of illness, injury or parasites and confirm with you that there are no signs of coughing, vomiting, diarrhoea or lethargy.

No dog will be accepted unless vaccination evidence has been proven prior to or on arrival, this also includes kennel cough which needs to have been administered at least 1 week before arrival. Please note that vaccination against kennel cough does not give 100% protection against kennel cough and although the upmost care is taken to prevent/control the infection, we cannot be held responsible should your dog catch kennel cough.

Any dog arriving without proof of vaccinations including for kennel cough will be unable to stay with us.

Dogs showing signs of contagious illness at check-in will not be admitted.

Check in and check out times are by appointment only. We are a very small facility and pride ourselves on personalised care. We will be as flexible as we can but if you are running early, late or are unable to make an agreed time please contact us as soon as possible.

Payment We will require a 50% deposit by cash or BACS at the time of booking and then the remaining balance prior to collection, or on day of collection if cash. Please note prices are reviewed annually each April and are subject to immediate change. However, if you have paid in full prior to that we will out of courtesy honour the price at time of booking. Should you collect your dog/s before the pre-agreed departure date/time, the charge would remain the same as the kennel would have been allocated for their entire stay.

Cancellation In the unlikely event that you cancel the booking, unless 14-day notice is given we have the right to charge 50% of the entire booking fee. If cancellation occurs within 24 hours we have the right to charge the entire booking fee.

Exercise and Enrichment We will work with you prior to your dog's stay with us to create a tailor-made exercise and enrichment plan to suit your dog/s individual requirements. As a baseline we have the provision for all dogs to have a minimum of 2 walks daily (1 hour 30 minutes in total), 2 enrichment sessions and 6 additional opportunities to have time out of their kennel if they wish either inside or outside in a purpose-built outdoor run/toileting area. Interaction with our daughter will only take place with written consent from the owner. If a dog cannot be exercised (for example in extreme weather conditions), they will be provided with alternative forms of enrichment in line with the agreed exercise and enrichment plan

Bedding, enrichment and leads can be supplied by us, but we are happy to accept any bedding, toys or enrichment that you want to bring with your dog/s to help them settle in. Although, we cannot be held responsible for any damage which occurs to them whilst your dog/s are with us, but we can assure you our upmost care will be given and all enrichment items will be checked daily to ensure they remain safe. Please bring collar, lead or harness with you if you wish. When exercised outside the property each dog will wear an identity tag which includes the licence holder's name and contact details.

Food is to be supplied by yourself and will be given as instructed in the booking form.

Veterinary procedure Although the highest standard of care is given to your dog/s whilst in our care, they are boarding/day caring at Vallavean Canine Services at the owners risk and should the need arise for veterinary care then we will endeavour to utilise your preferred veterinary practice where practical, but should that not be possible then we would ask our on call vets to assist, all costs to either these situations are at the owners cost. Our upmost priority will be to the care of your dogs and should we ourselves have to pay upfront for your dog's care in your absence, then we request re-imbusement immediately upon your return. Any dog found to require any parasite treatment will be administered and charged at cost for the medication. Any medications that your dog regularly requires will be administered by ourselves free of charge providing you have supplied it upon arrival in clearly marked packaging with full instructions.

Uncollected dogs We Vallavean Canine Services reserve the right to organise re-homing of any dogs that are not collected within 14 days of the agreed departure date, we would however do our upmost to contact the owners or emergency contact prior to this action being taken to understand the reasoning behind this none collection. The owners will remain responsible for all boarding costs and re-homing costs until the dog/s leave our premises.

Privacy policy We Vallavean Canine Services must retain certain information that you have supplied on your booking in form to comply with the Animal Welfare Act and to enable us to liaise with the local authority inspectors and veterinary practices to assist in the care of your dogs. We do not share this information with any other parties or external organisations.