Lanton Hill Kennels

Terms & Condition of Boarding

All dogs are boarded at Lanton Hill Kennels at the owner’s risk, under these Terms & Conditions.

DEPOSIT AND CANCELLATION

# Lanton Hill Kennels require a 25% deposit on booking which will be deducted from your total. If you cancel a month prior to date of dropping off your dog/s, there will be no fee, after this you may be required to pay a cancellation fee.

# PAYMENT

We will require full payment for boarding by cash or cheque on collection or BACS prior to collection, with proof brought to collection.

# OPENING HOURS

We are open 365 days per year for boarding.

Drop off & collection between:

1st May- 31st October 8am-7pm

1st November- 30th April 8am-12pm & 4-7pm

Drop off & collection closed on Christmas day (25th December)

# FOOD

We offer a simple biscuit and meat food which is included in the quoted boarding fees. If your dog has any dietary requirements, please supply any additional food you may require for your pet in sufficient quantities.

# MEDICINE

We can administer medication for you dog. You will be required to bring sufficient for their stay & clearly mark dosage.

# DATA PROTECTION

We retain essential client data for our business purposes only and do not share any clients’ data with external organisations. You can request at any time by e mail or telephone that we remove personal data from our records.

# ILLNESS OR ACCIDENT

While every care will be given to all dog(s), they are boarded at the owner’s risk. By boarding with us you authorise us to call a veterinary surgeon on your behalf should we feel it is necessary. Lanton Hill Kennels will first endeavour to contact the details supplied.

N.B. The owner will be liable for any related charges.

# NON-COLLECTION

Lanton Hill Kennels reserves the right to re-home any animal not collected within 15 days of the stated departure dates if no communication from the owner, or owner’s agent, is received and if efforts to contact the owner fail.

# VACCINATION

No animal will be accepted unless proof of an up-to-date vaccination is provided prior to or upon arrival. This is required by our licence.

# SOCIALISATION AND EXERCISE

By boarding with Lanton Hill Kennels you agree to your dog(s) being exercised under supervision with other compatible dogs (if appropriate) within a secure area. All dogs undergo an assessment before being allowed off the lead or walked with other dogs.

# BELONGINGS

Beds and toys can be provided by the customer, although Lanton Hill Kennels will supply ample bedding for all dogs boarding with us. Please note, we accept no responsibility for loss or damage to customer belongings, i.e.. any type of bedding, toys etc as a result of the dog’s actions. The kennels are cleaned daily and small toys etc could be easily lost. Therefore, we please ask you do not bring anything precious or anything you would not want to lose. We cannot guarantee bedding will be returned in the same condition it was brought in. Any destroyed or soiled bedding will be disposed of. It is the owner’s responsibility to notify any persons prior to collecting any animals on their behalf of this condition. There is no need to bring your dog’s food or water bowls, if your dog requires a special bowl, we cannot accept responsibility for damage or loss.

PLEASE BRING ON ARRIVAL:

* Your booking in & consent forms. Fill in online also available at our website.
* Your dog must be wearing a collar with an ID tag. (If your dog arrives without a collar/tag you can either purchase one from us or we will use a standard kennel collar for the duration of their stay)

On arrival, please have your dog on a lead, to be calmly walked into the kennel building. We do not require leads to be left with the dog & we accept no responsibility for loss or damage to customer leads, if left while boarding.