

Bankend Kennels and Cattery

Contact Details: Tel; 01946 395101 - Mobile; 07825837158 – mail@bankendcattery.com

www.bankendcattery.co.uk

Opening Hours for Drop Offs and Collections;

Monday – Friday

08:00am – 10:00am

03:30pm – 17:30pm

Saturday & Sunday

08:00am – 10:00am

16:00pm – 17:00pm

Owners Name..... Tel. No.....

Home Address.....

Post Code..... Email Address.....

Emergency Contact Details:

Name..... Tel No.....

Vets Name Tel. No.....

In an emergency do you wish to be contacted - YES / NO

Date in..... Am / Pm Drop off Date Out..... Am / Pm Pick Up

Pets Name	Dog or Cat	Breed / Colour	Nail Clipping / Bathing required?	D.O.B or Age?	Sex	Neutered YES / NO	Usual Diet	Date of last Vaccine?	Microchip Number (if applicable)	Adaptil / Feliway Required?

Prices are per day and include drop off and pick up days.

Prices Cats – 1x Cat = £8.50 per day

2 x Cat (sharing) = £13 per day

3 x Cat (sharing) = £18 per day

Dogs – 1 x Dog = £12 per day

2 x Dog (sharing) = £20 per day

3 x Dog (sharing) = £25 per day

Bath/Blow Dry from £20 (please ask for more details)

Nail Clipping available £5

Feliway/Adaptil Calming Aid £0.50 / day

Is any pet on Medication? Please give details.....

Any belongings left?

If boarding more than one dog and you wish for them to share a kennel please sign below. We also require consent to be able to separate them should this become necessary.

Customer Signature..... Date..... Yes/No/Not Applicable

If boarding more than one cat and you wish for them to share a pen please sign below. We also require consent to be able to separate them should this become necessary.

Customer Signature..... Date..... Yes/No/Not Applicable

I have read this form and agree to all the attached conditions and undertake to pay the boarding charges upon arrival:

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

TERMS AND CONDITIONS OF BOARDING.

Booking / Payment Terms

All fees are payable either prior to or upon arrival. We accept payments by cash, cheque (providing it has time to clear) and bank transfer. Bank details are available on our website, please do not ring or text for these.

To reserve a place for any animal, a completed booking form, together with a 50% deposit is required from all customers before a booking is accepted, this is non-refundable. As we operate a first come, first served basis with bookings, it is essential that booking forms and deposits are submitted early to avoid disappointment. All booking forms must be fully completed.

Pets will only be accepted during our opening times- see overleaf. Please do not ring or text for these

For cats a minimum fee equivalent to 1 cat / 3 day stay is applicable (£25.50)

An extra charge to cover staff costs will apply for Christmas day, Boxing Day, New Year's Eve and New Year's Day of £5.00 per pet per day

Your pets kennel / pen will be available from 8.00am on your arrival date until 5.30pm on your date of departure. Charges are per day that they are boarding with us, including the day of arrival and day of departure. Refunds will not be given for shortened stays.

Only pets from the same household can share accommodation

Cancellation Fees

Cancellations made within 2 weeks of arrival will incur the full cost as the vacancy may not be filled at such short notice. Cancellations must be given in writing

Vaccinations

Cats must be fully vaccinated against flu and enteritis within the last 12 months. Vaccination certificates must be seen.

Dogs must be fully vaccinated against Distemper, Hepatitis, Parvovirus, Para Influenza, Leptospirosis and Canine Infectious Bronchitis (Kennel Cough) within the last 12 months. Vaccination cards must be seen. Any animal showing signs of any contagious disease will be turned away.

Feeding

We are happy for you to provide your pet's normal diet to reduce the stress caused by diet change whilst at kennels. However we do keep a wide range of food, both wet and dry, in stock. Regular mealtimes are adhered to. Special diets and medication can be administered. Extra costs may be applied in some cases.

Belongings/ Bedding

Beds and toys are not required. We provide all vet bed bedding, however you may wish to bring your pets favourite bed, sleeping basket or an item they normally lie on to remind them of home. We cannot guarantee bedding will be returned and or in the same condition it was brought in. Please note we accept no responsibility for the loss or damage to customer belongings i.e. any toys / leads etc. The kennels are cleaned daily and toys are easily lost when the bedding is changed.

Cats should be transported in a secure cat carrier and all dogs be secured on a lead at all times when arriving / being collected. We accept no responsibility for loss or injury until the pet is safely in its pen/kennel. Collars being worn by dogs must be secure so they cannot slip loose.

Health and Temperament

All animals must be fit, in good condition and have a pleasant temperament when being admitted. We retain the right to seek veterinary advice for any pet which develops signs of illness or refuse an animal which may pose a risk to staff or other animals. All costs to be borne by the owner, this will include any veterinary call out charges, transportation etc. sufficient funds to cover this. If appropriate an isolation area, to the same standard as other accommodation is available. Unless the owner states, dogs may be walked with other boarding dogs, to a maximum of 4 dogs at any one time.

All pets should arrive fully treated for fleas and worms. Should any animal be found to be hosting fleas, the person responsible for collecting the animal will at the time of collection, be liable for all costs of treating both the animal and the surrounding environment should it be considered necessary.

Abandonment

In the event of any dog / cat not being collected within 1 week of the expected collection date, it will be considered as abandoned unless further arrangements have been made by the owner. The cat / dog will then be handed over to the appropriate organisation.