



PLEASE NOTE	Customers are asked to sign to accept these terms and conditions on their Booking Form. No animal may commence boarding until these terms and conditions have been accepted.
VACCINATION REQUIREMENTS	<p>It is a requirement of our license that all pets accepted for boarding are fully vaccinated before their stay. Please check with your veterinary surgeon that your pet is adequately covered and has had their annual booster.</p> <p>If proof of vaccination is not received at the time of arrival, your pet will not be allowed to stay in the facilities and a refund WILL NOT be given.</p> <p>For dogs, vaccination against kennel cough is not compulsory, however if they are vaccinated it needs to be done at least two weeks prior to arrival.</p> <p>We take every precaution to guard against infections but cannot be held responsible if your pet contracts any disease whilst staying with us.</p>
GENERAL REQUIREMENTS	<p>All pets must be treated and up to date with preventative flea and worming treatments as advised by your vet.</p> <p>We cannot accept pets that show behaviour issues that we dictate will be unsafe to be managed by the team. We may also ask for the owner to collect their pet if they become unsafe to handle whilst in our care.</p> <p>All pets should be in good health and able to cope with a boarding environment. You must advise us of any conditions, allergies, or behavioural issues at the time of booking, as we are happy to work with you to make your pet's stay as comfortable as possible. We cannot accept any pet where we feel that they are too elderly or ill to cope with a boarding environment.</p> <p>If on arrival we discover something you have not told us about, we may refuse to accept the animal for boarding and your deposit will be forfeited.</p> <p>Our experienced staff are able to administer medication for non-infectious diseases as long as it has been prescribed by a veterinary surgeon and comes in the original packaging with the original label from the vet. Please ensure you bring enough medication for your pet's stay.</p> <p>We regret we cannot take pets suffering with epilepsy, and we are unable to administer injections for diabetic pets.</p>



VETERINARY TREATMENT	<p>In the rare event that your pet requires veterinary treatment, we will, within reasonable distance, endeavour to use your own veterinary practice and will attempt to contact you or your nominated representative. If we are unable to make contact with you, we will leave the treatment decision to the veterinarian. If we cannot use your own vet, we will use NAWT's contracted veterinary practice.</p> <p>Any veterinary charges incurred during boarding, including transportation charges, are your responsibility whether that is paying the vet direct or reimbursing NAWT's expenses.</p>
BOOKING, PAYMENT AND CANCELLATION	<p>The daily rate is charged from and including the day of arrival, up to and including the day of departure, irrespective of the time the animal is collected.</p> <p>We accept cash or credit card payments.</p> <p>We understand that your plans sometimes change and you may need to amend or cancel you booking. Bookings must be amended or cancelled in writing (email is acceptable).</p> <p>We reserve the right not to refund any bookings cancelled within 4 weeks or less of the check in date.</p> <p>We reserve the right to apply a minimum of 7 full days' boarding during school holidays.</p>
ARRIVAL AND DEPARTURE	<p>A pre-arranged appointment is required for Arrivals and Collections.</p> <p>Arrivals and Collections can be between the hours of 9am and 2pm</p> <p>We are not able to accept any Arrivals or Collections after 4pm except for day boarding by pre-arranged appointment.</p> <p>Please note we will not be able to accept or return pets on Christmas Day, Boxing day and New Year's Day, and on occasions where we have a major fundraising event at the centre (we will advise you if that is relevant at the time of booking)</p> <p>If somebody other than the owner is collecting a pet, we will need authorisation from the owner stating who will be collecting the pets. We will require that person to provide photo ID in the form of a passport or driving licence before we release the animals to them.</p> <p>For the safety and security of your pets, we will not release a pet without prior consent of the owner, and you will be liable for any additional boarding charges should this occur.</p>



FAILURE TO COLLECT	Any animals not collected within 14 days of the agreed collection date will be considered to have been abandoned if the owner has failed to contact NAWT and all reasonable efforts by NAWT to contact the owner have failed. NAWT reserves the right to rehome such animals.
DAMAGE	In the unlikely event that your pet causes damage to our premises whilst boarding, you will be charged for the cost of repair.
FEEDING	<p>To avoid any issue of pets not eating or suffering from any stomach upset, we ask that you bring the correct amount of food for your pet's usual diet for the duration of their stay. Any animal that doesn't come with their food will be fed with dry food at the centre and you may be charged an additional cost.</p> <p>We are sorry but we are unable to store and handle raw unprocessed meat or cooked meat for any boarding pets. Please advise when booking what, food you will be supplying for your pet's.</p>
EQUIPMENT, BEDDING AND TOYS	<p>Dogs must be wearing a collar with an ID tag and must be microchipped with the keeper's details up to date on the microchip database. Please ensure that dogs' collars are well secured, especially if they are nervous.</p> <p>Please ensure your cat is transported in a secure cat carrier, which we will leave in the pen during the stay.</p> <p>You do not need to bring food or water bowls for your pet, or a litter tray for your cat.</p> <p>It is the owner's responsibility to ensure they have recovered all their equipment from us prior to departure.</p> <p>Please keep items you intend on leaving with us to a minimum due to the small amount of storage space allocated to each animal.</p> <p>A small item of clothing e.g. an old t-shirt, with your scent on is ideal to leave in the pen to help them settle in. We have ample bedding to provide and toys if required.</p>
SHARING	<p>On very rare occasions, two pets from the same household sharing a pen have disagreements. If this occurs, we cannot be held responsible for any injuries that may be sustained and any resultant vets fees will be your responsibility.</p> <p>If the only solution for the animals' welfare is to put them in separate accommodation (assuming space is available) you will be charged the additional amount for two single pens.</p> <p>A dog and a cat may not share a pen.</p>



OTHER SERVICES	Please check with the centre what additional services are available. These must be booked in advance.
PHOTOGRAPHS	We may occasionally take photographs of our boarders enjoying their stay at NAWT to use on our website or marketing materials at a later date, not while they are staying with us. If this is not acceptable, please let us know. Whatsapp - Let us have a mobile number if you would like us to send you a photo of your pet enjoying their stay with us.
EXCLUSIONS	We regret we are unable to accept unneutered male cats over 6 months of age We also cannot accept female dogs and cats in season.
RESPONSIBILITY	NAWT is committed to the highest welfare standards and security of our boarders. Customers use our boarding facilities at their own risk. NAWT cannot be held responsible for any accident, injury or escape however caused.

I, _____ have read the above terms and conditions.

Signed: _____

Date: _____