

NAWT Terms and Conditions of Boarding

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 proof of vaccination must be shown at check in for all pets accepted for boarding. Please check with your veterinary surgeon that your pet is adequately covered and has had their annual booster.</p> <p>For dogs, vaccination against kennel cough is recommended but not compulsory.</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 with preventative flea and worming treatments as advised by your vet.</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.</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 require a 25% non-refundable deposit at the time of booking and the balance on the day of arrival. Any additional charges incurred must be paid before the animal leaves the premises.</p>

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	<p>We accept cash, credit cards, bank transfers and cheques.</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>Bookings cancelled 14 days before the arrival date will result in a loss of the 25% deposit. Bookings cancelled or shortened within 14 days of arrival will result not only in a loss of the deposit but will be charged at the full rate unless we are able to re-book the space.</p> <p>We reserve the right to apply a minimum of 7 full days' boarding during school holidays.</p>
ARRIVAL AND DEPARTURE	<p>Animals can be checked in or collected 7 days a week between 8.30am and 4.00pm. We recommend you check in your pet before 2pm to give them time to settle into their new surroundings before dinner and bed time.</p> <p>Please note we will not be able to accept or return pets on Christmas Day and New Years 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	<p>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.</p>
DAMAGE	<p>In the unlikely event that your pet causes damage to our premises whilst boarding, you will be charged for the cost of repair.</p>
FEEDING	<p>Dogs will be fed Arden Grange dry food, and cats will be fed Arden Grange dry food and Whiskas wet food.</p> <p>If you wish to provide your own brand of food you can do so, but there is no discount for this.</p> <p>We are sorry but we are unable to store and handle raw unprocessed meat for any boarding dogs, although we can accept branded complete raw dog food such as Natural Instinct or Nature's Menu if you wish to bring that.</p> <p>Please advise when booking if you will be supplying your pet's food.</p>

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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.</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>All bedding and toys will be provided. You may bring bedding or toys from home to give your pet a familiar smell, but we cannot be responsible for their condition or safe return.</p> <p>It is the owner's responsibility to ensure they have recovered all their equipment from us prior to departure.</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	<p>We offer additional services such as bathing or nail clipping. These must be booked in advance.</p>
PHOTOGRAPHS	<p>We may occasionally take photographs of our boarders enjoying their stay at NAWT to use on our website or marketing materials. If this is not acceptable, please let us know.</p> <p>If you would like us to post a photograph of your pet on the centre's Facebook page so you can see them enjoying their stay with us, please let us know at check in.</p>
EXCLUSIONS	<p>We regret we are unable to accept unneutered male cats over 6 months of age</p> <p>We also cannot accept female dogs and cats in season.</p>
RESPONSIBILITY	<p>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.</p>