

Oak Cottage Kennels & Cattery – Customer Details

Name:	Email:
Address:	Contact Numbers:

Pet Details:

Name:		Breed:
Male / Female?	Neutered / Spayed?	Food:
Age:		Microchip No:
Medication:		Vaccination Expiry:

Vet & Emergency Contact:

Vets:	Phone Number:
Emergency Contact:	Phone Number:

Vaccinations

On your Pet's arrival at the Kennels / Cattery we will require to see a current vaccination certificate. This must show a booster vaccination having taken place within the last 12 months and signed off by a qualified Veterinary Surgeon. The certificate must show the booster having been administered as part of a course of vaccinations. Dog Vaccinations must safeguard against the following diseases: Distemper, Parvovirus, Hepatitis, Leptospirosis and Parainfluenza. Cat Vaccinations must safeguard against Cat Flu and Feline Enteritis, we do not insist upon the vaccination for Feline Leukaemia.

Kennel Cough Vaccinations

All dogs must have a current Kennel Cough (Infectious Tracheobronchitis) vaccination. Your dog must have this at least 2 weeks prior to arrival at kennels. This is NOT part of your annual booster vaccination. If you are in any doubt, Kennel Cough vaccines can be identified on your vaccination card / certificate as 'Intrac' (which lasts for 6 months) or 'Nobivac KC' (which lasts for 12 months).

Notification of Medical Conditions & Medical History

On your Pet's arrival we must see their full medical history which can be obtained by your vet. If an animal has a medical condition of any sort we must be notified at the time of booking. If we have not been notified of such a condition or course of medication, we reserve the right to refuse admission.

Flea Treatments & Worming

All Animals must be covered by a known flea treatment, such as 'Frontline', 'Stronghold' or 'Advantage' before they are boarded. These products have varying lengths of effectiveness. Animals that arrive with fleas will be administered such a product and charged accordingly.

An effective Wormer, such as 'Drontal' or 'Panacure' must have been administered to any Dog or Cat prior to boarding. This should be taken at least a week before coming into the Kennels / Cattery.

Minimum Age / Maximum Age

In normal circumstances, we would operate a minimum age policy of 6 months. We have no limit on maximum age at Oak Cottage Kennels & Cattery.

Emergency Contact Numbers

On your Pet's arrival at the Kennels / Cattery you will be asked for an emergency contact telephone number. This may be a friend, relative or neighbour or even your own mobile number.

Veterinary Costs

In the unlikely event that your pet(s) becomes unwell we will contact you or the emergency contact number provided directly in order to notify you of any issue. If it is deemed necessary that your pet(s) must visit a veterinary hospital then the owner agrees that they will pay the cost of all veterinary bills for their pet(s). This will be included in your final invoice if using the veterinary hospital of our choosing (Wood St. Veterinary Hospital) and must be paid upon the collection of your pet(s) after their stay.

Kennel & Cattery Sharing

If you wish to have your pets stay in the same kennel and/or cattery area during their stay you must notify us at time of booking.

Diets

When you arrive at the Kennels / Cattery you will be asked what your Pet is fed on. Although we stock a vast choice of pet foods, it is your responsibility to make sure we stock what your Pet is fed on. We strongly recommend your Pet be kept on the same diet. If we do not stock the food you feed, we would normally request you bring enough for the duration of your Pet's stay.

Bedding

We supply a vast array of hygienic beds for both cats and dogs. We request that you bring any soft bedding that you wish your Pet to have during their stay although we do provide this if none is supplied. Furthermore, any toys and homely comforts are accepted.

Basis of Charging

We operate a nightly boarding fee at both the kennels & cattery, which is at a flat rate depending on the animal's size and/or breed and animal's type. During colder periods there is also a heating charge as well additional extras such as bathing and extended dog walking.

Periods of Boarding

If a pet is collected before the date of collection previously advised, we reserve the right to charge for the previous period intended. The date entered on the 'Boarding Agreement' will prevail. This is because we can only take other bookings for periods that have not been booked by others. It will be highly likely that we would have turned away other prospective customers for the day/days in question.

Aggressive / Destructive Temperaments

We do not encourage animals with aggressive or destructive temperaments. In cases where animals are left that prove to be aggressive towards other animals or staff, or destructive to our facilities, we will contact you to arrange their removal. All damage caused by an animal to any area will be chargeable to the Animal Owner.

Value Added Tax

All prices charged include VAT at the current rate (20%).

Payment & Late Payment

We accept Cash or Cheques as payment. For all new customers a 50% deposit is required upfront upon dropping off your pet(s). For all future stays payment is due upon the collection of your pet(s) in full. If payment cannot be made on the day of collection then we have the right to keep the animal until full payment is made. You will continue to be charged for the extended stay of your animal until full payment is settled.

Opening Hours

It would be greatly appreciated if customers could collect or drop off their Pets at least half an hour before we close. Due to Kennel & Cattery policy we cannot make exceptions to collection or dropping off before or after our opening hours.

OPENING HOURS

Monday-Saturday
8.30am-4.00pm

Sundays
Closed

CLOSED TO THE PUBLIC

Bank Holidays, Christmas Day, Boxing Day & New Year's Day

Message from the Owners

We do hope you choose Oak Cottage Kennels & Cattery for your Pet's forth-coming holiday. As a family run business over the last 30 years we have established an enviable reputation amongst the Pet Boarding industry.

We boast Staff that are Qualified to Diploma level 3 in Animal Care.

We are members of The Pet Care Trust. (This binds us to a strict code of practice, on standards of Hygiene, Size and Temperature of Accommodation, Staff Training, Exercise Facilities, Emergency procedures and much, much more).

Our Customers include Veterinary Surgeons, Veterinary Nurses, Doctors, Dentists, International Sports Men & Women, T.V. & Radio Personalities.

We realise you have a choice in where your Pet stays and strive to mirror your own daily routine as much as possible.

We do hope to see you and your Pet(s) soon.

Caroline & Nial Magwood

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VAT: 288 3685 43

PRINTED NAME

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DATE

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SIGNED

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