

TERMS AND CONDITIONS

1. Medical Information

- It is a requirement under UK legislation for all dogs entering boarding kennels to be up to date with their 'core' vaccinations. These are canine distemper, canine adenovirus (infectious hepatitis), and canine parvovirus (together known as DHP and usually given every 3 years), and leptospirosis (L2/L4 given yearly). Where a dog has had these for the first time, or restarted the course after a lapse in protection, there must be a 14 day wait after the second dose before entry into kennels. This is to protect your dog and ensure that they have reached the optimum level of immunity. We cannot accept any dogs who are not up to date with these vaccinations, and unless there are exceptional circumstances we do not accept titre tests for DHP.
- We strongly recommend that all boarders are vaccinated against kennel cough before coming into kennels, unless this is advised against by your vet. There must always be a wait of at least 14 days between the vaccination and entry into kennels. This is because it is a live vaccine and for a short period after vaccination, dogs can potentially infect others.
- Vaccination records should be provided electronically at least 2 weeks before arrival at the kennels where possible, or failing this then a hard copy must be presented on arrival. Any dogs arriving without evidence of up-to-date vaccinations, or arriving within the prohibited time period will not be admitted. We keep these on file therefore they only need to be re-presented after any vaccinations or boosters each year.
- It is the owner's responsibility to ensure that their dogs are vaccinated and that the evidence is provided, in accordance with the above. For regular bookers, we strongly recommend that you send us a copy of your dog's vaccination records as soon as they have had their booster each year.
- All boarders must be up to date with vet-approved flea, tick and worming treatments prior to arrival and evidence of this should be able to be presented if requested. We do not accept worm counts or dogs treated with homeopathic remedies.
- Where preventative parasitic treatments are due during a stay we are happy to administer these as long as the medication and administration instructions are provided.
- Should worms or fleas be found on arrival or during a stay we will contact the owner or emergency contact to collect their dog.
- Medical conditions and medical regimes should be discussed at the point of booking, or as soon as possible where an issue arises between booking and arrival.
- It is the owner's responsibility to ensure that all required medications are provided, and that there is an adequate supply to last the stay. Should insufficient medication be provided, owners or their emergency contact should arrange for a further supply to be delivered, or where this is not possible we reserve the right to obtain this from a vet at the owner's expense.
- Any medications brought in must be in the original packaging with the dispensary label attached and legible. If this is not possible then veterinary records containing the prescribing and usage instructions must be provided in hard copy or by email, or a photograph of the dispensary label must be sent to us.
- We are happy to administer supplements provided that usage instructions are provided by the owner. These should be brought in in the original packaging with the label legible. We ask that these are not added to food prior to arrival.
- Any dog who is on injectable medications must arrive with an appropriate waste receptacle for used needles, and this will be returned to the owner upon departure for disposal.
- The latest time that we are able to administer any medications is 22:00hrs, unless in exceptional circumstances. Any medications required after 19:30hrs must be discussed at the time of booking, or as soon as it is known about if the regime is implemented between booking and the start of the stay.
- Where a dog has known medical issues, we recommend that the owner contacts their vet to let them know that the dog will be in kennels and the relevant dates.
- Any medical treatment sought for a boarder will be at the owner's expense. Although we will always endeavour to make contact with the owner or their emergency contact prior to seeking veterinary treatment, if we are unable to reach anyone and we deem it necessary then we will proceed without this.
- In the event of illness or injury we will endeavour to use a dog's registered vet where possible. If this is not practical due to distance then the dog will be taken to Seafeld Veterinary Group.
- Trips to a vet for any non-negligent injury, illness or to collect medications will be charged at 50p per mile.
- Should a dog become unwell during their stay with an illness that may be communicable, or symptoms that suggest a possible communicable illness, then the dog will be moved to our isolation unit until they are collected or we are advised by a vet that it is safe for them to return to the main building. This will usually mean that they are restricted to their kennel and run.

2. Multiple Occupancies

- Under UK legislation dogs may only share a kennel when they live in the same household.
- When dogs are boarding at the same time as those belonging to friends or relatives, we are happy to exercise them together if the owners wish it, but only with the written consent of each owner. We do not accept any liability for injuries that may be sustained during exercise with another dog in this situation.
- We reserve the right to separate dogs who are being boarded together should the need arise. Examples of why this may be necessary include but are not limited to, fighting, signs of aggression, stress or medical issues. Where this is necessary this will be at an additional cost and owners will be required to pay for the additional kennel(s) at the standard rate. If we do not have the capacity to provide a separate kennel in this situation, and the dog(s) cannot be collected by the owner or their emergency contact then we reserve the right to locate an alternative boarding environment and transfer the dog(s) there at the owner's expense. Any payment made up front by us for this is to be reimbursed by the owner.
- Where dogs are boarded together there is an increased risk of injury and this is taken to be accepted by the owner when booking multiple dogs into one kennel. We do not accept any liability for injuries caused by a kennel-mate, or during exercise with kennel-mates.
- In cases where dogs are boarded together it will be with the assumption that they can be fed and exercised together. If this is not the case, or if additional measures are needed such as supervision during feeding, then it is the responsibility of the owner to make us aware of this.

3. Challenging Behaviours

- We are currently not able to accept any dogs on the banned breeds list, including XL Bullies.
- For the safety of our staff we do not accept dogs who are subject to a Dog Control Notice.
- We do our best to manage any challenging behaviours that our boarders may exhibit, but the safety of all our boarders and staff is paramount. Should it be deemed unsafe for us to keep a dog, whether that is in terms of their own safety or ours, the owner or emergency contact will be asked to make arrangements to collect their dog as soon as possible.
- Should a dog pose a significant risk to the safety of our staff then we may be required to restrict them to their kennel and run until such time as they are collected.
- Where a dog does not settle into the kennels and is exhibiting such signs of stress that it is not healthy or safe for them to remain, the owner or emergency contact will be asked to make arrangements to collect them as soon as possible.
- Where a dog does not settle into the kennels and is exhibiting such signs of stress that it is causing problems for the rest of the boarders, we may be required to move them to our isolation unit, and the owner or emergency contact will be asked to make arrangements to collect them as soon as possible.
- Where a dog has known challenging behaviours such as fear of strangers, resource guarding, fear aggression, fear of men, separation anxiety, excessive marking, lack of toilet training, destructive behaviour or a history of self-harm (e.g. obsessive licking or chewing, flank-sucking, destructive chewing or happy tail) we request that you discuss this with us at the time of booking so that we determine whether we are the right fit, and if we are able to accept the dog, can put into place a plan that will give the best possible chance of a successful stay.

4. Unspayed Bitches

- We accept unspayed bitches but we request that owners endeavour to not book a stay when a season is expected.
- When a bitch comes into season just before a booked stay, or is expected to come into season during a booked stay, owners must advise us of this so that we can put a plan into place. If a bitch arrives in season and we have not been made aware then we reserve the right to decline entry if appropriate measures cannot be put in place.
- Although our boarders are not mixed outside of their households, bitches in season can upset the running of the whole kennel. If necessary, we reserve the right to move bitches in season to our isolation unit for the duration of their season or their stay. They will still be walked but may not be allowed to access the secure play parks.
- We will not board unneutered males and females in the same kennel unit.
- Although our boarders are not mixed outside of their households, we will not accept any liability should a bitch become pregnant on the premises.

5. Exercise

- All dogs will be exercised at least 4 times per day, either walked or taken out to play in one of our secure play areas.
- Walks are conducted on our own grounds but because we do not have secure 6/8ft fencing surrounding our property all walks will be on-lead, regardless of how good a dog's recall is.
- Walking assessments will be carried out on all borders and an appropriate lead used for each dog's needs.
- Dogs who are deemed to be unsafe to walk on-lead will be restricted to the secure play areas throughout their stay. This may be for their own safety or for the safety of our staff.
- We will endeavour to walk all dogs in the method favoured by their owners. Where dogs wear harnesses or head collars we will always walk them using these. Slip leads will only be used when they are provided by the owner, and slip leads fitted as a figure of eight only when specifically instructed by the owner. The only exception to this is in an emergency when the safety of the dog, another dog or a person takes precedence such as evacuation in the event of a fire or managing an aggressive dog.
- We do not allow prong collars, shock collars or spray collars.
- Where at all possible we prefer to avoid choke collars and tightening harnesses. If a dog comes in with a choke collar or tightening harness and pulls in an unsafe manner then we will refrain from walking them.

6. Personal Belongings

- Any items left during a stay are left at the owner's own risk.
- We use our own stainless steel food and water bowls unless a dog has a specific requirement such as a slow feeder, in which case this must be provided by the owner.
- Balls will be taken outside for play and will be kept outside of the kennel unit. We do not allow these to remain with the dogs unattended.
- Soft toys, chew toys or items such as antlers can remain in the kennel with a dog but this is at the owner's own risk. If an owner provides toys or chews and does not want these to remain with their dog when unattended then it is their responsibility to make us aware of this. We do not take responsibility for any damage sustained to possessions left with a dog, or for any injury that may be sustained by interactions with an owner provided toy.
- We are happy for dogs who are crate-trained to bring their crates with them. These will be placed in their kennel unit and the door will remain open at all times. We do not shut or lock dogs into their crates, unless it is on veterinary advice for example if the dog is on crate-rest for an injury.
- Dogs are welcome to arrive with their own soft beds or bedding. Should this become dirty or soiled we will endeavour to wash it, however we do not have an industrial sized washing machine so bulky items will be returned to owners for laundering.
- Where duvet covers are provided please remove buttons/poppers to ensure they are not swallowed. We will not remove these so any left on will be at the owner's own risk.

7. Food

- It is the owner's responsibility to provide an adequate supply of food for the duration of the stay.
- We recommend that a small amount of extra food is provided in case of any delays in collecting a dog, however, we politely request that extra food is provided in moderation as we are limited in how much we can safely store.
- Where a dog has specific dietary requirements, allergies or intolerances this must be shared with us.
- Frozen and chilled food provided must include storage and defrosting instructions.
- We do not offer the option of cooked meals for our boarders unless in exceptional circumstances. If this is something that may be required then it must be discussed at the point of booking.
- All food items should be labelled with the dog's name prior to arrival.
- Should an inadequate supply of food be provided then we will switch to our stocked kibble when it runs out.
- If we are asked to provide any alternative food that needs to be purchased, owners will be expected to make reimbursement for this at the end of the stay. If a specific trip out is made to purchase food then a charge of 50p per mile will be applied.

8. Trials and Meet & Greet

- 24 hour trial stays are available for any new dogs at a discount of 25% of the nightly rate and are generally arranged from 11am to 11am (if an afternoon collection is required then the standard 50% surcharge of the usual nightly rate will apply). We strongly recommend a trial for any dog with challenging behaviours, who has not been left before or one whose first stay with us will be for longer than 72 hours.
- We reserve the right to mandate a trial stay in the event that we believe it to be necessary before a booked stay. If this is refused by the owner then we reserve the right to cancel or not accept the booking.
- Should a trial be unsuccessful then we reserve the right to cancel any and all future bookings.
- During a trial stay it is expected that the owner will be available to collect their dog at any point during the 24 hour period should this be necessary.
- We strongly recommend that all dogs and owners visit us for a meet and greet prior to their first stay as this has a noticeably beneficial impact on how well the dog settles in.
- Meet & Greet and kennel viewings are by pre-arrangement only.

9. Emergency Contacts

- We ask that all owners provide us with a telephone number for an emergency contact when they board their dogs with us. Ideally this should be someone local to the area.
- It is the owner's responsibility to ensure that their emergency contact has agreed to this role, and to the sharing of their contact details.
- Even with an emergency contact provided the owner can still request to be the first point of contact, but this gives us options should we not be able to reach an owner in an emergency, or should something happen to the owner themselves whilst they are away.

10. Other

- Although we endeavour to give all boarders the best care possible, all dogs are boarded at the owner's own risk.
- Provisional bookings, or bookings made with provisional/to be confirmed dates, should be confirmed as soon as possible. Where dates are requested as provisional these should not be considered to be confirmed bookings until the dates are confirmed. It is the responsibility of the owner to ensure that this is done and if dates are not confirmed then we accept no responsibility if the stay is not scheduled or if the dates booked in are not what are required at the time of entry.
- Should an owner be delayed collecting their dog they must make contact with us as soon as possible to make arrangements. Where a dog is boarded for longer than originally arranged this will be at the owner's expense at the usual rates.
- Failure to collect a dog within 14 days of the agreed date of departure, or to make contact to make alternative arrangements, will result in Drums of Park Kennels taking ownership of the dog and transferring responsibility for them to the Aberdeenshire Council Dog Warden.
- All boarders must be microchipped in accordance with UK legislation.
- We request that all dogs boarding with us arrive with an appropriate collar. We are happy to remove these whilst they are in their kennel but they should wear one for walks so that an ID tag can be attached.
- Should we have concerns about a dog's well-being when they arrive, we reserve the right to contact the dog's vet, the Aberdeenshire Council Dog Warden or the SSPCA.