

Cancellations

In general we do not ask for any booking fees or deposits, however on occasion there will be exceptions to this, as detailed below.

Cancellations

- Cancellation of a booking with 15 or more days notice will incur no charge
- Cancellation of a booking within 2-14 days of the first day of boarding will incur a 50% cancellation fee
- Cancellations made within 48 hours of the first day of boarding, or no-shows, will incur a charge of 100% of the total booking
- We reserve the right to charge the dates and times originally booked when adjusted within 48 hours of the first day of boarding

Where a customer has cancelled 2 or more bookings within 6 months, unless in exceptional circumstances or due to the death of the dog, no further bookings will be accepted without a 50% non-refundable deposit being paid.

Where cancellations are made and the relevant cancellation fee is not paid, no further bookings will be accepted, and any bookings already in the diary will be cancelled.

All cancellations must be made by email, WhatsApp, text or Facebook Messenger and you should ensure you receive written confirmation of the cancellation. We do not accept any responsibility for cancellations not received in time due to technical errors.

Where a dog arrives and the owners are not able to provide either vaccination records, or acceptable evidence from their vet confirming vaccination status, or where a dog arrives and has had the kennel cough vaccination with the last 14 days, then the dog will be denied entry and payment for the full stay will be expected.

Provisional Bookings

Provisional bookings, or bookings made with provisional/to be confirmed dates, should be confirmed as soon as possible. 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 booking is not scheduled or if the dates booked in are not what are required at the time of entry.

Discounts

Drums of Park Kennels does not currently offer discounts for long stays or for booking multiple kennels as this does not reduce the running costs, workload or amount of care and attention that each dog requires. It is important to us that all our boarders receive the same high level of care and we believe that our current pricing structure is reasonable for the area and the quality of the care that is provided.

Early Departures

When owners are aware prior to the stay that they may possibly wish to collect their dogs earlier than arranged, this should be discussed with management as soon as possible. Given notice, management may agree to an open collection date, but this will depend upon individual circumstances.

When a stay is cut short after the dog has been booked in, then it is expected that full payment will be made, regardless of when the dog is collected, with the exception of:

- Illness or death of the dog
- If the kennel owners choose to request that the dog is collected early, and this is not due to any behavioural issues with the dog, or any other reason related to the specific dog which should have been divulged at booking.

Extended Stays

We understand that people's plans are subject to change, and should stays need to be extended we will do our best to accommodate this. We ask that owners in this situation contact us as soon as possible to confirm that we have capacity to continue to care for their dog. Additional nights will be charged at the standard nightly rate.

Should it not be possible for us to extend a stay, we would expect owners to arrange for a friend or relative to collect their dog. If there is no other alternative, then we would liaise with the owners and attempt to find an alternative facility. Should we be required to make payment upfront for this, reimbursement should be made by the owners as soon as possible.

Non-Payment

In any instances where payment is not made, or has not been made within 72 hours of collection, unless with prior agreement of the kennels owners, no future bookings will be taken until the balance has been settled. Future bookings may only be accepted with full payment made at the time of booking.

BACS Details

Account Name:	DRUMS OF PARK KENNELS
Account Number:	10014164
Sort Code:	821208