



# Alyn Kennels and Cattery

## Terms and Conditions

Updated May 2020

1. By checking your animal in to Alyn Kennels and Cattery you agree to all the terms and conditions noted below. You agree it is your responsibility to keep us informed of any changes to your personal details, or to your pet's medical or behavioural needs. You will agree to this by signing our 'Owner Information Form' at or prior to check in.
2. You agree to pay your balance in full at the end of your pet's stay. This total is noted on the Contract signed at check in. The balance can be paid by cash, cheque or card. Cheques are to be made payable to Mrs Mary Thomas. If your cheque should bounce then payment in full will be required within the following 14 days.
3. You may collect your pet earlier than the arranged check out date by prior arrangement, but please note that the amount for the full stay, agreed at check-in, will still be payable in full.
4. Alyn Kennels and Cattery holds Public Liability Insurance. This does not cover any injury incurred by an animal during their stay here and we advise clients to insure their pets.
5. Alyn Kennels and Cattery will not be held liable for the injury, death or disappearance of any animal in their care, unless it falls under the requirement for public liability insurance.
6. If an incident occurs, Mary or Stuart Thomas will give the animal a visual examination. They will not be liable for the treatment, diagnosis or identification of any injury sustained during your pet's stay. You will be informed of any incident, accident, or suspected illness as soon as possible (unless you have declared that you do not want to be informed until your return on the 'Owner Information Form'). It is your responsibility to ensure contact telephone numbers are up to date, and that Alyn Kennels and Cattery have been informed, in writing, who has consent to make decisions on your behalf, should you be out of contact. It is important that you arrange an Emergency Local Contact person who will be available throughout your holiday.
7. Once you have been informed of any incident or illness, the decision to have your pet taken to the vets is at your discretion and cost. You give consent for us to transport your animal to the vets in our vehicle if required, if a nominated person cannot take your pet on your behalf. We strongly advise insurance, for all your pets, that covers both accident and illness.
8. If an animal is deemed to need urgent or emergency care (in the opinion of Alyn Kennels and Cattery) then we will seek veterinary advice and all treatment/care will be at paid for in full by you. If we are unable to contact you and your pet needs urgent treatment (including out of hours treatment) then you agree to reimburse Alyn Kennels and Cattery for any veterinary fees they incur prior to being able to inform you of the situation. We will endeavour to take animals to their usual vets. If this is not possible, all animals will be taken to The Grange Veterinary Hospital, Tydden St, Mold, CH5 1DX. 01352 700087.
9. Collars must be worn at all times, with full identification as required by law (dogs). All dogs must be microchipped by law, and we highly recommend that all cats are microchipped before their stay too. Dogs should be kept on leads at all times, and cats should be transported in secure carriers. Alyn Kennels and Cattery takes no responsibility for the escape or loss of any animals arising from incorrect transportation from your home into our car park. It is your responsibility to ensure collars are correctly fitted.
10. All animals must be up to date with core vaccinations for the entirety of their stay, following the schedules approved by your veterinary surgeon. Dogs must have received a Kennel Cough Vaccination at least 3 weeks prior to check-in date. Primary Vaccine courses must be completed at least 3 weeks prior to check-in date. Alyn Kennels and Cattery must see signed evidence of the vaccines at check-in, and reserve the right to cancel a reservation if an animal is insufficiently vaccinated with no obligation to provide alternative arrangements or compensation.
11. If an animal is deemed to have a potentially infectious disease at check-in, then Alyn Kennels and Cattery reserve the right to cancel a reservation at check-in with no obligation to provide alternative arrangements or compensation.

You confirm that your pet has not had any infectious disease in the last 30 days. If your pet has been treated for a contagious disease within the last 30 days then written confirmation that they are no longer infectious must be obtained from your veterinary surgeon and provided to Alyn Kennels and Cattery at check-in.

12. We strongly advise using effective, veterinary-recommended, anti-parasitic treatment for your pet. We recommend using an anti-flea and tick product that protects your pet for the entirety of their stay. We recommend your pet is dewormed a few days prior to check-in and it is beneficial to also worm them a month later. Alyn Kennels and Cattery will inform you if they see any evidence of parasites on your pet; treatment will be required, to be paid for at check out.
13. Medication can be administered to animals in our care. You must provide the medication in the container it was originally dispensed in, with a legible label. The dosing schedule must be written on the 'Owner Information Form' at Check in. You agree that tablets/liquids may be dispensed and given by someone who is not a qualified veterinary professional. Injections would only be given by a suitably qualified person.
14. Alyn Kennels and Cattery do not recommend leaving personal items with your pet due to the higher risk of transmission of infections. If you chose to leave items with your pet during their stay we recommend they are fully labelled with your full name, and we do not accept any liability for them (including any potential damage to collars and leads).
15. Animals not collected 7 days after their checkout date will be considered abandoned and the Dog Warden/Cats Protection will be contacted. Alyn Kennels and Cattery will then follow their advice as to whether the animal will be re-homed or taken into the local authority's care/rescue centre.
16. Written consent is required if you have more than one pet and you would like to them to share a kennel/cat pen. Alyn Kennels and Cattery will not be held liable for any injury sustained by any fighting between your pets during their stay.
17. Photographs and videos of animals staying at Alyn Kennels and Cattery may be taken and may be posted on social media sites, and our website. By using our services you consent to this, unless we receive written notice of your withdrawal of consent.
18. Our check-in and checkout times are 9am-11am and 2pm-4pm Monday to Saturday, and 9am-11am Sundays, other than by prior arrangement. If a client is delayed when collecting their animal, then Alyn Kennels and Cattery reserve the right to request the pet be collected the following day, with an extra day's stay being added to the final bill.