

*Honesty and integrity in all that we do*

## A Pet Hotel Ltd

Trading as

## Bellsleahills Pet Hotel (BHPH)

### Terms & Conditions

#### Boarding

Animals are boarding as per the conditions outlined in the Licensing Agreement issued by South Ayrshire Council.

BHPH operates its business with honesty and trust and expects the same from its clients.

At all times we will try to accommodate your requirements, subject to these terms and conditions, BHPH understand that on occasions your plans may change due to unforeseeable circumstances. BHPH will endeavour to accommodate these situations however, BHPH may not always be able to do this due to pledges to other clients

Prior to each booking, you will be provided with your own copy of our terms and conditions which you should sign and return before the date of arrival.

It must be clearly understood that animals are boarded purely at the owner's own risk.

Peak Months: April, June, July, August, September, October & December – **Min. 3 Day Stay & ONLY Gold and Silver Packages Available**

Off Peak Months: January, February, March, May & November – **Min. 1 Day Stay & Bronze Package Available**

Please refer to our Admission Profile for all details incl. prices of Packages.

- As per BHPH's Licensing conditions all pets must be suitably vaccinated. This is always discussed at the time your reservation is made and Certificates of inoculations MUST be shown upon arrival. Pet owners need to ensure that their pet(s) have been inoculated against Parvo Virus, Distemper, Hepatitis, Leptosprosis & Kennel Cough.
- Whilst in our care, dogs will not be allowed visitors, this is to avoid upsetting the animals.

- Full payment is due by arrival BHPH accepts bank transfer or cash only.
- All dates booked will be charged and under no circumstances will refunds be given.
- Any extra charges will be payable by cash or bank transfer before the removal of the animal from the premises.
- Pets will not be released without full payment.
- Animals left for fourteen days after departure date without communication will be considered abandoned.
- Animals that are not collected on the agreed day and where no communication has been made to discuss arrangements, will be subject to a one off charge of £25 plus a daily charge of £40 per dog for each additional day. BHPH reserve the right to have the pet removed to a further place of safety without authorisation from the owner if the non-collection causes inconvenience in any way to the facilities or to reservations made by other customers.
- Check In & Out Times are between 10am – 12pm or 3pm – 5pm. Any out with these hours will be subject to a £20 charge unless otherwise agreed with management. BHPH must be notified of the new collection time at the earliest opportunity and this time must be mutually agreed by both parties.
- Our clients agree to our daily routine of ten – twenty minute walks per day depending of your Package. As well as operational hours of 8am – 8pm.
- Dogs must be fitted with an identify disk attached to a non-slip collar.
- All belongings left with animals (i.e. leads, toys, rugs etc.) are left at owner's risk.
- Should BHPH find it necessary to provide any extra nutrition (eg poor appetite) in the form of fresh homemade meals, this will be subject to an additional charge of £2 per day. Should BHPH require to purchase additional quantity of your preferred choice of food, this will be charged at cost plus £10 for it's collection from a local retailer. BHPH agree to buy the minimum available quantity and any remaining food will be passed onto the client on collection of our guest/s.
- A 50% non-returnable/non-transferable deposit per animal is required.
- Dogs must be on a lead at all times upon arrival and departure. We accept no responsibility for loss or injury in the car parks. Dog collars must be secure and fitted with an identity disk.
- Please note that we try to encourage all of our customers to view the Pet hotel before the date of the first boarding. After checking-in and paying the boarding fees, all animals will be taken by our staff. No owners will then be allowed to escort their dog to their room, as this can cause unnecessary stress to your pet.
- Any owner requiring that their dogs share accommodation does so at their own risk and must sign to this effect.
- Any dogs that damage BHPH beds will be subject to a £30 fee to cover costs of repair, and £10 replace damaged blankets.
- It is emphasised that whilst every care and attention is given, the proprietors accept no responsibility for ill health or injury due to your dog's behaviour.

- Please note, dogs showing signs of a contagious disease will not be accepted at check in.
- All guests must be treated for Fleas and Wormed no longer than 1 month prior to their stay. BHPH offer to treat at cost on arrival if needed. BHPH will not be made liable for any adverse reactions to these treatments nor any symptoms should you confirm they have been previously treated.
- Any medicines will be given as per instructions to animals boarding with us, but it must be understood that we are NOT a Veterinary establishment. BHPH will administer medications for a charge of £1 per day per guest. Should BHPH find it necessary to collect medication on behalf of a guest, a charge of £10 will apply.
- BHPH grooms for hygiene and easy management and will at all times try to meet your preferred grooming requirements. It is important that you point out if your pet has any allergies to specific shampoo & conditioners. BHPH will attempt to contact you or your 3<sup>rd</sup> party should any issues arise during the grooming process. If we are unable to make contact we reserve the right to take reasonable steps in the best interest of your pet.
- For our guests boarding for short periods, we offer a wash & blow dry before collection for £15 per guest. A complimentary spa treatments will be carried out for guests that are boarding under the Gold or Silver Package.
- The length of walks throughout the day for each package are: Gold – 1 Hour, Silver – 50 minutes, Bronze – 40 minutes
- Animals can only be accepted or released during our business hours. Owners must telephone if unable to reach the hotel by closing time. Business hours are on the front of your confirmation. During peak periods animals must be collected on the stated date, unless previously arranged.
- Failure to arrive on the date booked will result in the reservation being cancelled and the full boarding fee charged. Refunds will NOT be given for early returns.
- In the event of illness, or injury, either the owner's or our veterinary surgeon will be called or visited. The owners shall be liable for all costs and out of pocket expenses. Where the owner or their nominated contact cannot be contacted the veterinary surgeons decision relating to the treatment of the dog will be final
- No animals will be accepted into the hotel without an emergency contact name, telephone number and address
- All prices are subject to continual review.
- BHPH reserve the right to refuse admission to any dog that for example but not exclusively, is not believed to be in good health and/or showing signs of aggressive behaviour.
- BHPH will only accept dogs classed as miniature or extra large/giant as well as elderly after a sufficient trial period. This will be at the client's expense.
- All above terms & conditions are not exhaustive and the management reserve the right to change them at any time.
- By checking in your dog with us in the future, you agree to the current terms & conditions.