

## Long Meadow Pet Resort General Terms & Conditions of Contract

### Liability

1. Every care and attention will be given, but we cannot accept responsibility for loss, injury, illness etc

### Insurance

2. Dogs, Cats and Rabbits are covered by insurance during their stay and for an illness that is treated at the vets within 72 hours of leaving us. Other animals are not covered by the policy and the owners will be liable for vets fees.

All vets fees incurred whilst your pet is with us will be charged for and refunded if the insurance pays us.

3. Ongoing illnesses are not covered by the policy.

### Veterinary Care

4. Animals requiring treatment will be taken to Long Meadow Vets who will consult with the Customer's Vets if necessary. However we will take the animal to the Customer's Vets if we feel it is in the best interests of the animal/s.

5. It is in the interest of all the animals boarded that the Customers disclose any illness or condition which has occurred prior to boarding.

### Medication

6. Medication will be given in accordance with the Customer's instructions but should the animals condition change, other medication may be given as prescribed by Long Meadow's Vets.

### Communication

7. We will make reasonable efforts to contact the Customer should an animal/s condition change for the worse. If all attempts fail we will continue to provide the best possible care. In conjunction with Long Meadow's Vets we will make decisions based on the welfare of the animal/s. In the worst case we reserve the right to put the animal to sleep to avoid suffering. Please ensure that we have up to date emergency contacts.

### Deposits

8. Deposits are required to confirm bookings and are non refundable if the booking is cancelled giving less than a month's notice.

9. A full refund of the deposit will be given if a minimum of one month's notice is given.

10. Alternatively a deposit can also be transferred to another booking if a minimum of one month's notice is given.

11. Provisional bookings will be held until a month prior to the boarding date and then will be **automatically cancelled** ..

12. Provisional bookings for boarding made within a month of boarding will be held for a week and then **automatically cancelled**.

### Peak Periods

13. Peak Periods are from 23rd December to 2nd January, Half-Terms, the weeks which include Good Friday and Easter Monday, Bank Holiday Weekends and from the beginning of July to 2nd Week in September

14. During peak periods if a customer reduces the duration of their original booking or number of pens giving less than a month's notice the customer will be charged for the original booking

15. During peak periods when an owner cancels one animal giving no notice the full boarding fee for all animals will apply.

### Boarding

16. All owners must produce up to date vaccination cards for dogs and cats (including Kennel Cough for dogs). Failure to produce the cards could result in refusal to board or the original booking to be cancelled, the deposit taken and the animal rebooked into an isolation pen, which may be at a higher rate.

17. We will board animals together at the owners request and risk. However, if in our opinion it is in the best interest of the animals we reserve the right to separate them and we will charge the Customer accordingly

18. We reserve the right to put an animal/s in a larger pen if it is their best interests and charge the Customer accordingly.

19. We reserve the right to dispose of animals not collected within 10 days of the stated departure if no communication from the owner is received and if reasonable efforts to contact the owners or their representatives fail.

20. Food, bowls, and bedding are supplied by Long Meadow. Should Customers wish to supply their own bed we will dispose of it if it becomes soiled.

21. We will walk the dogs if the Customer requests and at the Customer's risk.

### Car-parking

22. There is a car-park for picking up and dropping, please park carefully and do not obstruct the drive. Please do not drive past the gate in front of Reception. Cars are parked at the Customer's own risk

### Property

23. We accept no responsibility for Customer's Toys, Collars etc although we will do our utmost to return them in a reasonable condition.

### Safety

24. We have made sufficient provision to ensure that the property is safe. Clients enter the premises at their own risk. Clients should keep children under strict control and not put their hands through the mesh/bars or allow their children to do so.

25. Clients should keep their dogs on a short leash and ensure that their collars fit correctly.

26. We cannot accept responsibility for clients who not control their pets.