

Allers Farm Kennels Ltd

Allers Farm, Stoneymeadow Road, High Blantyre G72 9UE
Tel 01698 820238
allersfarm@btconnect.com
www.allersfarmkennels.co.uk



TERMS AND CONDITIONS

By booking your pet into our kennels/cattery, you agree to the following Terms and Conditions.

1. Opening Hours

Monday – Friday: 8:30am – 4:30pm

Saturday: 8:00am – 12:30pm

Sunday: 8:30am – 4:30pm

Collection Times

- Pets may be collected at any time during opening hours.
- If you collect your pet before 12 noon on the final day of boarding, there will be no charge for that day.
- The full balance must be paid before your pet is released.

2. Bookings, Deposits & Cancellations

- Deposits are non-refundable.
- Cancellations must be made in writing or by email and received at least 5 days prior to arrival.
- Cancellations made within 5 days of arrival will be charged in full for the dates booked.

3. Vaccination Requirements

No pet will be accepted without valid proof of up-to-date vaccinations.

We do not insist on the Kennel Cough (Bordetella) vaccination. However, if you choose to have your dog vaccinated against Kennel Cough, it must be administered at least **15 days prior to arrival**.

Dogs must be vaccinated against:

- Parvovirus
- Distemper
- Leptospirosis
- Infectious Canine Hepatitis
- Parainfluenza

Cats must be vaccinated against:

- Feline Influenza
- Enteritis
- Leukaemia

These vaccinations are typically included in your pet's annual booster.

We reserve the right to refuse admission if vaccination requirements are not met.

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4. Health & Veterinary Treatment

- While every reasonable care will be given to your pet, all animals are boarded at the owner's risk.
- Our insurance policy does not cover Kennel Cough (Bordetella), an airborne respiratory infection that can be spread despite vaccination, any self-inflicted injuries (e.g. happy tail, floppy ear), or any pre-existing or ongoing medical conditions.
- If we believe veterinary treatment is required, we will contact a veterinary surgeon on your behalf.
- In the event of an emergency, we reserve the right to seek veterinary treatment without prior consultation if we are unable to contact the owner.
- Any veterinary fees incurred are the responsibility of the owner.

5. Behaviour & Aggression

- Owners must disclose any known behavioural issues at the time of booking, including aggression towards people or other animals, separation anxiety, excessive barking, destructive behaviour, or escape tendencies.
- We reserve the right to refuse admission to any pet displaying aggressive or dangerous behaviour.
- If a pet displays aggressive, destructive, or unsafe behaviour during their stay, we reserve the right to:
 - Isolate the pet for safety reasons,
 - Require early collection, or
 - Make alternative arrangements at the owner's expense.
- Owners remain fully liable for any injury, damage, or loss caused by their pet to staff, other animals, visitors, or property.

6. Liability

- Whilst all reasonable care is taken, no responsibility is accepted for loss, injury, illness, or death of any animal unless caused by proven negligence.
- No responsibility is taken for loss, damage, or injury to persons or property while on the premises.
- This includes personal belongings such as toys, bedding, blankets, leads, carriers, or vehicle damage.

7. Collection & Uncollected Pets

- The account must be settled in full before your pet is returned.
- Any pet not collected within **15 days** of the stated departure date, and where no communication has been received from the owner, will be deemed **abandoned**.
- If reasonable efforts to contact the owner and/or their nominated representative have failed, we reserve the right to rehome the pet or transfer it to an appropriate organisation without further liability.
- Any additional boarding fees incurred during this period will remain payable by the owner, and we reserve the right to pursue outstanding balances.

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8. Emergency Contact & Owner Authorisation

- Owners must provide at least one emergency contact person who is authorised to make decisions regarding the pet in the owner's absence.
- If the owner cannot be contacted in an emergency, we will attempt to contact the nominated emergency contact.
- If neither can be reached, we reserve the right to make decisions in the best interests of the animal's welfare.
- All costs incurred remain the responsibility of the owner.

By boarding their pet with us, the owner authorises the kennels to act in the animal's best interests under veterinary advice, where immediate decisions are required.

9. Safety on the Premises

- All dogs must be kept on a lead when entering or leaving the premises.
- All cats must be transported in a secure carrier.
- Children must be supervised by an adult at all times.

10. Amendments

We reserve the right to amend these Terms and Conditions at any time without prior notice.