

TERMS & CONDITIONS OF ACCEPTANCE

Once acceptance of your pet/pets has been made by Duck End Farm Kennels and Cattery, these following terms and conditions apply.

All charges are subject to VAT.
Bank holidays are charged at double rate.
Christmas Day, Boxing Day and New Years Day are charged at treble rate.

Any person entering the Kennels and Cattery do so at their own risk, and if they are accompanied by children they must be kept under control at all times.

Dogs MUST have been vaccinated against Distemper and Parvo-Virus within the last 12 months.
We also require a kennel cough vaccine.
Customers should consult their vets as to what precautions can be taken against Kennel cough. We are unable to detect a carrier of the virus entering our kennels.
Cats MUST have been vaccinated against Feline Enteritis and Cat Flu within the last 12 months.

Vaccination Certificates MUST BE SHOWN ON ENTRY TO KENNELS AND CATTERY. We will not take animals without up-to-date certificates.

We require a non returnable deposit for every booking for the kennels and cattery. A Kennel booking requires a £40.00 deposit for each kennel and the Cattery booking requires a £30.00 deposit for each cattery and small animals are a £10 deposit for each run required. (Deposits for Christmas bookings are charged at double rate).

EXTRA services (as stated on your booking form) if required are priced separately and added to your final bill.

Animals are boarded at the sole risk of their owners and whilst every care will be taken, the management cannot be liable for illness, injury or death of any animal in their care. Animals are accepted at owner's risk and every care is taken with your pet/s. We accept no responsibility for accidents or illness.

If we decide in the best interests of your pet that they may need some veterinary attention while in the Kennels & cattery, we will take them to either your regular vet or a local vet depending on their condition and will be at the owner's expense. This will either be billed direct to you from your vet or it will be added to your bill on collection of your pet.

You may bring any items of food, bedding, playthings etc for your pet, but please note that Duck End Farm Kennels and Cattery DOES NOT ACCEPT RESPONSIBILITY for their condition or safe return, and are left solely at the owner's risk. Any belongings that are soiled during the boarding period may have to be destroyed. All carriers, beds, bedding and toys must be clearly marked with the owners name, and we ask you to keep a record of items handed over and it is up to the owners to ask for them at the end of the stay.

Prices quoted apply at time of writing and could be subject to change at any time.

All dates booked by you are chargeable unless 10 days notice is given, which also includes entry day and departure day (if pick up is in the afternoon).

Payments are required on collection or delivery of your cat or dog; vaccination fees, special diets and all further treatment where required, will be charged to your account.
You can pay by cash or credit card. We except most major credit cards.

The copyright of all photographs taken and displayed at the kennels and cattery and on their website belong solely to Duck End Farm Kennels and Cattery. All rights reserved.

**I the owner of the pet/pets, hereby give permission to Duck End Farm Kennels and Cattery to re-home or dispose of my pet/pets if I fail to let them know of any change in circumstances over the phone, text or in writing, or fail to collect my pet/pets within 14 days of the arranged date of collection.
I undertake to abide by these terms and conditions. I also consent that whenever necessary I agree to my pet/pets being examined and treated by a veterinary surgeon.**