



## **Home Boarding Terms and Conditions. 1st September 2024.**

- Vanity Fur agree to look after your dog(s) with upmost care and to maintain their usual routine as much as possible.
- The owner waives any and all claims against Vanity Fur unless arising from Gross negligence.
- Vanity Fur cannot be held responsible for pets that bite, suffer injury, suffer from an accidental death or escape from outside or inside the residence, although every precaution will be undertaken to prevent this.
- No dogs under 12 months.
- Bank Holidays will incur additional fees which you will be advised of at the time of booking.
- A single dog may share with others during the boarding period (Vanity Fur is licensed for 5 dogs at any time).
- Dogs requiring exclusive boarding will incur a surcharge.
- An in-home meet and greet is required, prior to booking, for all new clients.
- An overnight trial is required for any dogs wishing to board.
- A Booking is confirmed by payment and acceptance of a £50 (non refundable) deposit for stays over 1 day.
- The balance is payable on drop off.
- Vanity Fur accepts cash/bank transfer.

### **Drop off/Collection**

- Drop off time is between 9.30am and 11.30am. Alternative drop offs can be arranged with prior agreement.
- Collection time is between 3.30pm and 4.30pm. Alternative collections can be arranged with prior agreement.
- No arrival or collections on Bank Holidays, Easter, Christmas Eve, Christmas Day, Boxing Day, New Years Eve and New Years Day without prior agreement.

### **Changes to return date**

- Vanity Fur carefully schedules dates and times to provide a service for you and other clients, therefore, there are no refunds or credits for early returns or last minute changes to pet care.
- Late collections will be subject to an additional charge unless arranged with prior agreement.
- In the event of a client being delayed on return, please inform Vanity Fur as soon as possible.

## **Property Damage**

- Clients will be liable for any costs to repair or replace items within the home damaged or destroyed by the dogs during the stay. (Excluding accidental damage)

## **Aggressive Animals**

- Vanity Fur will not accept aggressive animals. Dogs must not have a history of having attacked other animals or people/children.
- The client agrees to be responsible for all costs if the client's pet(s) should bite another animal or person. Minimum of £100.
- Any dog demonstrating uncontrollable or dangerous behaviour will be removed to the emergency contact or kennels at the owner's expense plus an additional transfer fee of £50.

## **Health**

- Dogs must be clean and free of ticks, fleas, worms or any form of active contagious illness. Extra charge will apply if evidence of above is found.
- Valid vaccination cards (including Kennel Cough) and microchip details must be provided at the time of booking.
- Vanity Fur will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.
- In the event of a dog requiring veterinary treatment during the stay, the owner will undertake to pay all resulting fees including expenses incurred for each veterinary visit.
- Bitches in season or due to be in season during the boarding period are not accepted. An extra charge will apply if a season starts during boarding

period.

- Un-neutered males can be boarded but will be charged £100 per day. (Due to not being able to board other dogs under Vanity Fur's license agreement)
- The client is responsible for informing their vets of the boarding dates and giving them a copy of our Vet release form.

## **Insurance**

- Vanity Fur holds valid public liability insurance, which is available to view.
- Vanity Fur is licensed with West Suffolk Council, license can be viewed on our website and a copy is on display in the premises.

## **Privacy Policy**

- All of your information will be kept private and confidential.
- All of our records will be stored securely and not sold to third parties.

## **Pricing as of 1st September 2024**

- Single dog boarding £40 per day
- Two dogs (from same household) £75 per day
- Exclusive stays £100 per day
- Entire males £100 per day
- Peak period stays ( Bank Holidays, Easter, Christmas Eve, Christmas Day, Boxing Day, New years eve, New years day) £60
- Late collection fee £10

Please sign below to acknowledge these Terms and Conditions.

**Signed** \_\_\_\_\_ . **Date** \_\_\_\_\_ .

**Dogs name** \_\_\_\_\_ .