

Landorn Boarding Kennels & Cattery: Terms & Conditions

By booking your pet into Landorn Boarding Kennels & Cattery, you agree to the following terms and conditions. These are designed to ensure the safety, health, and well-being of all animals in our care.

1. Health and Vaccinations

- **Mandatory Vaccines:** All pets must have up-to-date vaccinations. Documentation from your vet must be provided upon arrival.
 - **Dogs:** Distemper, Hepatitis, Leptospirosis, and Parvovirus. The **Kennel Cough** (Bordetella) vaccine is mandatory and must be administered at least 14 days before arrival.
 - **Cats:** Feline Enteritis and Cat Flu.
- **Parasites:** All pets must be treated for fleas, ticks, and worms at least 7 days prior to their stay. If a pet is found to have parasites, Landorn reserves the right to treat the animal at the owner's expense.
- **Medical Disclosure:** Owners must disclose any pre-existing medical conditions, allergies, or physical limitations at the time of booking.
-

2. Booking and Payments

- **Pricing:** Charges are calculated per day, including the day of arrival and the day of departure, if collected after 1pm.
- **Deposits:** A non-refundable deposit of £25 is required to secure all bookings.
- **Payment:** The remaining balance must be settled in full upon Collection.
- **Cancellations:**
 - Cancellations made within 14 days of arrival incur a fee of 50% of the total booking.
 - Cancellations made within 7 days of arrival incur the full cost of the booking.
- **Early Collection:** No refunds or credits will be given if you collect your pet before the scheduled departure date (subject to circumstances).
-

3. Veterinary Care and Liability

- **Emergency Consent:** In the event of illness or injury, Landorn will attempt to contact the owner or emergency contact first. However, we reserve the right to seek veterinary attention at our designated vet (or your own if local/practical).
- **Costs:** All veterinary fees incurred during the stay are the sole responsibility of the pet owner.
- **Liability:** While every possible care and attention is given to each pet, they are boarded entirely at the owner's risk. Landorn is not liable for illness, injury, or death unless caused by proven negligence on our part.

•

4. Behaviour and Safety

- **Aggression:** We reserve the right to refuse any animal that shows signs of extreme aggression towards staff or other animals.
- **Socialisation:** If you give consent for your dog to participate in group play, you accept the inherent risks of minor injuries (e.g., nicks or scratches) that can occur during normal play.
- **Destructive Behaviour:** Owners are liable for any damage to Landorn property (kennel/cattery units) caused by their pet's destructive behaviour.

5. Belongings

- You are welcome to bring familiar bedding or toys; however, Landorn accepts no responsibility for the loss or damage of personal items. We recommend items be clearly marked with the pet's name.

6. Abandoned Pets

- If a pet is not collected within 14 days of the scheduled departure date and no communication has been received from the owner, Landorn reserves the right to re-home the animal or surrender it to a rescue centre.
-