Conditions of Boarding

Booking / Payment Terms

We welcome viewings of our kennels, but we would ask that these are done by appointment only.

If we do not have a signed booking form before you drop your pet(s) off, you will be required to sign this before leaving.

To secure your booking a £20 non-refundable deposit is required for bookings under £100 and a £40 non-refundable deposit is required for bookings over £100, bookings are not secured until deposit has been received.

Your booking is not fully secured until we have received a completed booking form, the relevant deposit and proof of vaccinations including kennel cough, once we have received all of the above we will confirm your booking with you either by telephone, email or text message.

Fees are charged on a daily basis which include the day of arrival, collection must be made prior to 10 am on day of departure otherwise you will be charged for a full day.

All fees are payable on collection of your pet(s) from AM Boarding Kennels including any additional charges.

Payment of the balance can be made by way of cash or bank transfer, bank transfer payments must be in AM Boarding Kennel`s bank account before collection so please allow enough time for this, we do not accept card payments or cheques at this time.

Any cancellations not notified before two weeks of commencement of the booking will be liable for payment of 50% of the total booking value.

Any customer failing to honour a booking without notification will be liable for payment in full.

Pets arriving late will be charged from the original date of booking unless prior notification is provided at 2 weeks before your original arrival date.

Refunds cannot be made for early returns, two weeks' notice must be given for any alteration to dates in or out.

You the owner are responsible for telling AM Boarding Kennels all the information we require to care for your pet(s) and make their stay as enjoyable as possible with us.

Payment of all veterinary fees will be the responsibility of the pet owner, if AM Boarding Kennels pay any veterinary fees then the pet owner must reimburse AM Boarding Kennels on collection of their pet(s).

Arrival / Medical

We do not require your pet(s) lead, food bowl, bed or bedding, AM Boarding Kennels are happy if you wish to leave a small blanket or toy with your pet.

Please ensure your pet(s) arrive at AM Boarding Kennels wearing a secure collar that will not slip off, preferably with an identification tag.

Should your pet(s) be on a specific diet please bring their food/treats with you for your pets visit and allow extra in case of late collection.

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On arrival to drop your pet(s) off with AM Boarding Kennels it is stressed that you must have your pet(s) on a lead and transferred them over to a member of AM Boarding Kennels staff who will then return your lead to you. We do not accept responsibility for any loss or injury.

On our booking form we ask for any other information that we should know about to help make your pet's stay with us as enjoyable as possible, this is where you should tell us anything we need to know including any allergies to food, treats, shampoos etc.

All medication to be supplied by pet owner, clear instructions are required and please allow extra medication to cover any late collections.

If for any reason your pet requires medical attention, we will contact your veterinarian where possible, if we unable to do this we will entrust your pet`s welfare to either our inhouse veterinarian or Barry`s Vets, 98 Church Street, Dromore, BT25 1AA. Tel 02892 106130, if required they will liaise with your own veterinary practice.

Whilst every care and attention is given the proprietors accept no responsibility for injury due to your own pet's behaviour whilst boarded in our kennels.

All dogs must be fit, in sound condition and of pleasant disposition when entering AM Boarding Kennels. In the event of your dog falling ill during boarding we reserve the right to call in a veterinary surgeon, all costs to be borne by the owner, this will include all veterinary call-out charges, transportation etc. these costs are to be paid in full before collection of your pet.

AM Boarding Kennels reserve the right to turn away any pet which they feel is not suited to be boarded.

Dogs showing signs of kennel cough or any other contagious diseases will be turned away.

Please ensure your pet(s) has received a flea prevention treatment at least 3 days prior to arrival at our kennels.

Should any animal be found to be hosting fleas, the person responsible for collecting the animal will at the time of collection be liable for all costs of treating the animal(s) and surrounding environment considered necessary by the owners of AM Boarding Kennels.

General

Owners are liable for any damages/injuries inflicted upon AM Boarding Kennel staff or property by their pet(s).

If you have requested for multiple animals to be kennelled together, please note that AM Boarding Kennels will accept no liability in the unlikely event that your pets injure each other.

The food provided by AM Boarding Kennels is supplied by long-standing manufacturers and is suitable for all types of dogs.

No dog will be accepted into the kennels without a NI emergency contact name, address and contact number. Owners/contacts will be asked to remove difficult pets from the kennels. Owners must make emergency contacts aware of this responsibility.

Unless we have been informed prior to the date of departure we are unable to release your pet(s) to third parties.

Your pet(s) will be walked daily and given free run time in our covered outside area or field.

Animals showing aggression towards staff will not be walked or given free run time and you may be asked to organise early collection of your pet(s).

Abandoned Animals

In the event of an animal not being collected within 7 days, we will try to trace/communicate with the owner/contact before proceeding with legal action.

Privacy

All your information will be kept private and confidential in compliance with the Data Protection Act 1998.