



TERMS AND CONDITIONS 2018

RECEPTION & OFFICE OPEN HOURS (STRICTLY):

- Reception hours Monday to Sunday 8.30am–12.30pm & 1.30pm–4.30pm
- Office hours Monday to Sunday (hours above)
- Reduced on certain other days as advertised or over Peak Periods (details available)

VACCINATION POLICY:

- **ALL DOGS must be VACCINATED at all times against Distemper, Parvovirus, Hepatitis and Leptospirosis** and, for boarding periods including dates during the period April 1 until October 31, **VACCINATED against Infectious Bronchitis (I.B.)** (sometimes referred to as "kennel cough").
- **ALL CATS MUST BE FULLY VACCINATED against Felines Enteritis and Influenza and we strongly recommend vaccination against Feline Leukemia.**
- **All Primary and infectious bronchitis (I.B.) vaccinations must be completed 2 weeks before** entry to Blossoms. Sight of a current certificate or confirmation by telephone with your veterinary surgeon (only possible in surgery hours) is required.
- **We advise all pets to be treated for fleas**, if needed, pets will be treated with either Frontline or Advantage at the owner's expense. Your pet needs and deserves every protection from fleas in a boarding environment.
- **We do not accept male entire cats over 9 months old**

CHARGES:

- **Boarding fees** are charged on a daily basis, all animals are charged for on the day of arrival and departure regardless of the time, this is because the kennel has been allocated to your pet.
- The **minimum charge** is for TWO days and may be greater during peak periods.
- **Double charges** (because of increased staff costs) apply to all pets on the following days: Christmas, Boxing & New Year's Days and all Bank & Public Holidays.
- **A No-Show** is the term used for a booking where you have failed to present your pet/pets for boarding within 48 hours of the first day of your booking. In this instance you agree that your booking may be cancelled. You further agree that you will be liable in full for all boarding fees and agree to pay on receipt of our invoice.

PAYMENT:

- **Long Stays/Multiple pet bookings**, a further payment on arrival and at agreed intervals may be required to reduce an invoice total.
- **BALANCE OF ACCOUNT IS PAYABLE (at the latest) BEFORE YOUR PET(S) LEAVES OUR ACCOMMODATION** either with **CREDIT/DEBIT CARD or CASH.**

MEDICATION prescribed for your pet can in most cases be continued whilst boarding, usually at no extra charge unless out of normal hours treatment is required. It is very helpful if we are provided with clear instructions regarding details of treatment

Overstays Pets. If due to demand over stay dogs have to be relocated to isolation facilities a charge equivalent to 3 walks a day shall apply. Otherwise normal overstay charges apply.

UNCOLLECTED PETS We will always attempt to contact the owner in the event of an animal not being collected within 14 days of the nominated departure date, however, if the owner cannot be contacted, the animal will be sold or other action taken at **Blossoms** discretion. All monies owing, including fees and costs relating to removal, shall be payable by the owner forthwith after receipt of **Blossoms** advice as to the amount thereof. If the costs are not paid as provided above, legal proceedings will be instigated without further notice.

PEAK PERIODS:

Designated Peak Periods 2018-2019

JULY 22ND – SEP 3RD , OCT 26TH – NOV 4TH , DEC 21ST – JAN 6TH 2019

The following special terms apply during Peak Periods:

1. Alterations to an original booking we require at least one weeks notice otherwise no less than original booking is due for payment. I.e. The original booking is due for payment **EVEN IF** the pet is delivered later and/or collected earlier than booked if less than one weeks notice is given.
2. In Summer and Christmas Peak Periods the minimum charge will be greater than 2 days

LIMIT OF LIABILITY:

Whilst your pet is in our care, either at Blossoms or in transit or elsewhere, we are your representatives in all matters relating to your pet. Whilst acting as your representative our assurances to you are:

- 1) All our intentions and endeavors will be towards the very best interests of your pet
- 2) We will be taking all practicable and reasonable precautions and actions to safeguard and promote the health and well - being of your pet. As an act of goodwill will in certain instances (but certainly not for conditions which the veterinary surgeon believes were either present or incubating upon arrival of your pet to Blossoms, or secondary to an underlying health problem of your pet, or against which a vaccine is available, or attributable to any disease until recently unknown and against which no vaccine yet exists) and entirely at our own discretion:
 - a) Waive charge to a maximum of £100 / pet for veterinary treatment incurred on your behalf
 - b) Pay yourself to a maximum of £100 / pet for expenditure incurred by yourself upon veterinary treatment given to your pet after leaving Blossoms and commenced within 72 hours of having left Blossoms.

Your assurances to us as your representative are:

- 1) There is no obligation on our part to be responsible for any (third party or other) liability or claim in connection with your pet and that you understand your pet is left in our care entirely at your own risk
- 2) we are not in any way whatsoever (to include the loss, damage, or fouling of) to be held responsible for any item(s) you may have left on our premises, and we are to be exonerated for any consequential occurrence(s) arising directly or indirectly from the presence of any such item(s) left.
- 3) without prejudice to our assurances to you (see above) we have your unequivocal permission to act 'in loco parentis' in all aspects of your pet(s)' care and, as implicit, we may act and/or react as we see appropriate without consultation with any contact you may have specified and/or with deviation from any verbal and/or written instructions you may have specified.
- 4) you undertake to reimburse Blossoms for the full cost of everything, including all veterinary treatment, invoiced to ourselves (as Blossoms) on behalf of your pet whilst in our care and understand we may add to your boarding account (balance to be paid before your pet leaves our accommodation) these amounts along with any associated service costs calculated according to our current Vet Trip Rates leaflet.

RESERVATION OF RIGHTS (without prejudice):

- 1) In consideration of our legal duty of care to staff we reserve the right to refuse admission to a dog at point of entry to Blossoms if we deem it likely to be a danger to staff. In such case no refund of deposit will be made.
- 2) As we provide all essential items of equipment (designed not to be a hazard to pets in a boarding environment) we prefer pet owners not to leave any items with their pets or at least to keep these items to a minimum. We reserve the right to remove such articles from a pet(s) accommodation unit should we see fit.