

Whitley Crest Ltd

VAT REG NO. 424 1759 03

Terms and Conditions

Whitley Crest is licensed for up to two dogs maximum per kennel from the same family.

Peak Season Bookings.

Christmas/New Year minimum 5 Days accepted.

February and October half term minimum 5 Days accepted.

Easter, May Half Term & Summer Holidays minimum 7 Days accepted.

Weight Programme.

Guests will be weighed upon their arrival. Weight will be logged, recorded and updated during their stay on your revelation pet account. This is important for us to maintain the health and welfare of your dogs during their stay with us. Guests will be fed to suit their nutritional needs, breed, age and activity levels.

Holiday Checklist can be downloaded from our website for more information about dietary requirements.

Vaccinations Policy.

As directed by The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 ( DEFRA )

Primary Vaccinations; Pets cannot enter the kennels and cattery within 14 days after the second vaccination has been administered if not previously vaccinated or a booster has lapsed.

All pets must be vaccinated, current and up to date vaccination certificates must be emailed to us before arrival. Batch numbers and vet signatures must be visible.

Cats must be vaccinated against Calicivirus, Feline Herpes Virus (e.g. Nobivac Tricat Trio, Versifell)

For the cats; the Feline Leukaemia (FeLV) vaccine; our establishment does not insist on the Feline Leukaemia (FeLV) vaccine.

For the dogs; Dogs must be vaccinated against Parvovirus, Distemper, Hepatitis and Leptospirosis.

The Kennel Cough vaccine; our establishment does not insist on the Kennel Cough vaccine, please note it does not cover all strains of the infectious bronchitis. If you choose not to have the vaccine our insurance will be void if the virus is contracted during their stay.

Kennel Cough vaccine is not a license requirement.

Team Whitley advise that you are kennel cough vaccine aware, knowledge is key!

Titre testing accepted certificate needs to be produced for both dogs and cats.

IMPORTANT if you choose for your dog to have the Kennel Cough vaccine it must be administered 28 days before arrival, it is a live vaccine and your dog can be contagious with a high risk of shedding the virus to other boarders regardless of whether vaccinated or not.

Whitley Crest Ltd will never knowingly accept a dog with Kennel Cough, but as incubation can exceed 10 days it may not be detectable upon arrival. The owner, therefore, accepts that this hazard exists.

Full payment; if we have to refuse your pet for boarding due to incomplete, out of date or the Kennel Cough Policy ignored then we reserve the right to charge for boarding fees as we in good faith have reserved accommodation.

#### Flea Policy

Please ensure that your pet is covered by a known flea and worming treatment.

Worm counts are accepted.

Please make sure you read this carefully before your dog boards with us.

Here at Whitley Crest Ltd we pride ourselves in our attention to detail and meticulous routines to provide a haven for people's canine family members.

Our kennels are cleaned and disinfected every day. Great care is taken to ensure the health and well-being of each of our guests, as well as spending a large amount of time with everyone to keep them happy and contented whilst in our care. Because of this, we are quick to notice dogs with signs of fleas.

If a dog comes to us with fleas, they jeopardise the health of others in our care and could cause a long-term problem. Fleas are detrimental to our business, so we politely ask that you adhere to the following guidelines.

Please ensure your dog is treated regularly to prevent fleas. We expect your dog to have an effective annual flea management program. This does not mean just treating the dog the day before you arrive. Evidence will be noted on your Revelation Pets account.

Ensure you use a veterinary approved / prescribed flea product. Your vet will advise you of the best treatment available, an easy way to check is to make sure it has the letters POM/POM-V on the side of the product. Non-prescription treatments, flea collars or spot on treatments you can buy at the supermarket or pet store are not effective and are not acceptable. We will also accept a natural flea preventative.

Some older types of flea treatment are not as effective and, in some cases, fleas have become resistant to these products. Efficacy of these products, particularly 'Fipronil based products e.g. Frontline', is also dependent upon a strict dosing regime, generally more frequently than the stated recommended levels.

We will not treat your dog if we discover it has fleas. This is because we will not know when or with which product you last treated your dog, if at all. We do not wish to cause an allergic reaction or

overdose. Your vet will advise us but please remember GDPR and we may need your consent for treatment.

We will treat your dog's environment to ensure no spread of the infestation occurs. This includes an additional and separate cleaning regime for the duration of your dog's stay, daily spraying of insecticide to your dog's kennel and bedding, the corridor, and adjoining accommodation. Decontamination of the kennel once you have collected your dog which renders the kennel out of use for 24 hours and lost income to us, followed by a double disinfection to remove any final evidence of contamination. Finally, we must dispose of any of our kennel bedding that may have been used and purchase new replacements.

The time and cost to our business is considerable! Therefore, a charge of £50.00 will be made to cover the cost of this. This will be added to your final bill. Vet costs plus travel expenses will also be at an additional cost to you the owner.

We will collect evidence for you to be able to see the level of infestation your dog has. This usually consists of flea dirt, eggs, and larvae, and advise you with veterinary support on the next course of action to eradicate the problem.

Please be assured that whilst your dogs are in our care, they are of paramount importance to us. We like all our customers to be able to go away knowing their dogs are safe and well cared for in a loving environment, which is free of fleas. Please help us to keep it that way and help your dogs to be happy, comfortable, and healthy.

Cancellations.

Deposits are non-transferable/refundable after 8 days after a booking has been made, this includes our overnight/2 day booking policy.

Deposits are fair and reasonable as we are accepting your booking within good faith. Cancellations cover costs already lost and loss of profit.

A cancellation made after your balance has been paid ( 14 days before arrival )will not qualify for a refund due to loss of profit to Whitley Crest Ltd .Last minute cancellations are detrimental to us as Whitley Crest is a small business that holds a financial responsibility for a well respected team

We highly recommend and advise a good travel/pet insurance that covers boarding fees in the event of a cancellation.

**Boarding Fees & Booking Information**

Whitley Crest Ltd reserves the right to revise our prices when necessary without prior notice. Prices are per day (not night) and include insurance, food, exercise and 5-star service. No discounts are given if the owner brings in their pets own food. In the likeliness of extreme cold weather conditions surcharges will apply to cover extra heating costs.

Whitley Crest is VAT registered, this will be added to your final invoice.

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Heating costs -

A surcharge of £2.50 per day (excluding departure day) per kennel/chalet to cover heating costs, if outside temperatures drop below 5°C. This will be added to your invoice automatically if you're booking is accepted during the winter months or added as an additional cost during your pets stay with us.

All breeds receive the same level of care: therefore our prices for all sizes remain the same.

Bookings are made via Revelation Pets. Refunds will not be given for early collections of the date stated on the booking form. All days booked will be charged for.

Surcharges will be applied to cover increased staffing costs during bank holidays, also failure to collect your pet on the agreed collection date without prior notice. £10.00 surcharge per dog/cat on Bank Holidays. £30.00 surcharge per dog/cat on Christmas Day.

Deposits / Balance are payable via revelation pets payment link and must be paid within 48 hours of an accepted booking, otherwise your booking will be cancelled.

Payments are received by Stripe and credit/debit cards only.

Please arrange an appointment with us if you prefer to pay your deposit/balance by cash or in person. Arrangements to be made via email.

Payment links will be automatically sent from Revelation Pets via email 14 days before bookings commence.

Admin Charges

Balance payment reminders sent after 48hours of receiving your payment link will occur daily £10.00 charges if the balance remains unpaid.

We are happy to make a booking change for you, additional changes to the same booking will occur a £5.00 charge per request.

Insurance/Health.

Insurance/Health; you must declare any existing or previous health conditions prior to their stay. We reserve the right to refuse any animal not fit for boarding at our discretion. No liability can be accepted for any problems, old or new such as stress or ill-health arising from their visit. If health conditions are not disclosed this may result in termination of contract upon arrival and no refund will be given.

Medication

All health issues that require medication must be disclosed before arrival, please do not arrive with medication without consent from a team member.

Medication must be prescribed from a registered vet in clearly labelled packaging, this includes

human graded medication e.g Paracetamol.

We are able to administer medication at no extra cost apart from out of hour's medication i.e. Diabetic injections.

Our insurance must only cover injury or illness that occurs directly from the stay with us, we will ask you to pay any vet fees incurred if it is determined that the illness was a long-standing condition or previously known or declared.

Guests are boarded at owners own risk. We will not accept any responsibility for problems caused through stress during their visit.

Each Pet is insured up to and capped at £1500 whilst in our care. We will not be liable for any disease incubating or any condition existing prior to boarding. Illnesses/conditions must be reported no later than 72 hrs after departure. Our insurance cover is for a maximum of 30 days.

**Trials & Behaviour.**

New to Whitley ( Dogs only )

Your dog will be asked to attend a trial before a booking can be submitted.

A 3 hour trial will be arranged during weekdays only. We provide a calm and comfortable stress free environment. Your dog must have the ability to settle with in a kennel environment. Boarding of certain dogs maybe refused if they present behaviours of; Stress, biting, nipping, destructive, extreme separation anxiety, resource guarding and aggression.

A trial is charged at £15.00, this will be deducted from a future booking if your dog meets our requirements.

If the team thinks that your dog will need help to transition due to minor behaviours a transition to boarding programme will be advised and this will be at a cost to you as the owner.

Your dog needs to meet our requirements not only to maintain our ethos but to also protect their welfare.

It is the responsibility of the owner to make us aware of aggressive or nervous behaviour of your pet.

We reserve the right to refuse any animal that may be a danger to our team or any other animal.

Pets Sharing; Animals from the same family/household may share accommodation. This is at the owner's risk. If there are any issues during the stay and pets have to be accommodated separately additional costs will occur.

Please ensure that your dog arrives with a collar and ID Tag.

Please make sure that your dog is not wearing a pet tracking device.

## Emergency contact

It is the owners responsibility to have in place a person that will be willing to collect your dog if there welfare becomes compromised.

We as your dogs guardians during a contracted stay can not make decisions on your behalf, especially medical intervention.

Your chosen contact must be available 24hrs and be with in good distance.

A dog does not need to experience any type of suffering related to incompetence of your emergency contact.

Owners contact numbers are not classed as an emergency contact unless you are with in good distance.

In the unfortunate event that something happens to you, please name who should be contacted to take over the care of your pets. Please be sure the named person(s) is aware that you are appointing them as a guardian(s) of your pet(s).

## Doggy Social Terms & Conditions.

Consent form downloaded from website

We require Male dogs to be neutered if over the age of 8 months.

Chemical neutering accepted.

We cannot accept bitches in season.

Important! Whitley Crest may terminate a doggy social arrangement immediately if it is reasonably thought that your dog has behaved badly or aggressively towards people, other pets or property. You will be liable if your pet injures a third party, other guests or staff.

Dogs attend at owners own risk, insurance cover does not apply.

We require a minimum of 3 dogs or more per session.

Vets.

Registered vet – Malthouse Veterinary Group Ltd, Leigh Rd, Minsterley, Shrewsbury SY5 0AA

Should your pet require emergency vet treatment we will use Malthouse Veterinary Group Ltd unless your own registered vet operates their own emergency service and is within a reasonable travel distance.

Owners must give their authority to Whitley Crest Ltd to consult a veterinary surgeon for treatment or to obtain information to ensure pets well being.

Damages.

Extreme damages to our facilities caused by pets will occur extra costs – please advise if your pet has

destructive behaviour. Boarding fees do not cover damages!

Social Media Photos.

Photos will not be taken unless we have received consent verbally or via our contact forms. These are taken and uploaded during the team's free time. Minimum 3 day stays qualify for photos.

Surcharges will apply for daily requests.

Personal Belongings.

Please feel free to bring a toy with you, however, do not bring anything that is of sentimental value as toys are often lost or destroyed. We cannot be held responsible or replace or compensate for lost articles. Bedding is supplied, personal bedding is not accepted!

Daycare Terms and Conditions downloaded from website.

OUR DOGGY DAYCARE FACILITY MUST NOT BE USED TO TRANSITION TO BOARDING

DOGGY DAYCARE IS A SEPERATE FACILITY AND BOTH CAN NOT BE USED DURING BOARDING  
BOOKINGS.