

# Terms and conditions



## **Our daily care service provides:**

We provide soft and hygienic vet bedding for our dog guests and cosy beds for our cat guests. All pets receive two meals a day unless advised otherwise. All dogs are individually let out of their apartments into the large runs first thing in the morning. At lunch time our trained team record a daily fourteen-point health check on each dog which includes a walk on the grass paddock. All dogs are individually let out of their apartments into the large runs again in the afternoon. We do not mix dogs from different homes unless we have written consent from any owners concerned.

Cats have a daily recorded 10 minute TLC/Play Session.

We offer many extra walks/TLC and play sessions as well as our Golden heart package.

## **We offer the following accommodation for our dog guests:**

All our choices are glass fronted and climate controlled, with Altro anti slip flooring. This is to allow a constant and comfortable temperature all year round.

### **Premier Apartments 50<sup>2</sup>ft**

Air conditioned UPVC apartments with Altro anti slip flooring.

### **Premier Plus Apartments: 100<sup>2</sup>ft**

Two premier apartments connected with a pop hatch giving two rooms. Ideal for 2 to 3 dogs from the same family.

### **Retirement village: 40<sup>2</sup>ft**

Four exclusive individually climate controlled apartments. These are located near to the reception and offer a quiet retreat for older/sensitive dog guests.

### **Rainbow Apartments: 60<sup>2</sup>ft**

These are spacious and colourful with each dog having a view of television. These apartments have a spacious indoor run for care sessions

### **Rainbow VIP: 93<sup>2</sup>ft**

Extra-large Rainbow apartment, ideal for large breeds or multiple occupancy. Comes with a Golden Heart Service.

### **Reception/Out of Hours Apartments**

These are situated inside our reception building. This allows an out of hour's service, for early drop off/late collection by prior arrangement. We have a limited availability so early booking is strongly advised.

### **Meadow Apartments: Premiers 64<sup>2</sup>ft. Family Units 137<sup>2</sup>ft**

Opening early 2018. These are spacious apartments that are divided into four separate areas. To include 9 apartments which are elevated to include a view of the surrounding countryside with a covered outside run and 9 apartments with an inside run. We also have 2 family units for multiple dog families. There is also the option of an extended family unit for large breeds or multiples of small breeds.

**Luxury Apartments:** 118<sup>2</sup>ft. Reception Luxury: 118<sup>2</sup>ft

It is light, airy and very spacious it has a single bed with an orthopaedic mattress a private DVD player.

**Meadow Luxury:** 84<sup>2</sup> Bedroom with an 81<sup>2</sup>ft garden

This spacious apartment has an attached covered garden which allows our guests to come in and out as they please throughout the day. It also has an orthopaedic mattress. Both apartments are decorated as though they are a human's bedroom.

Conditions:

**Vaccinations; Proof of vaccination in the form of your pets up to date vaccination certificate MUST ACCOMPANY THE PET ON ARRIVAL ON ALL OCCASIONS. Your vet can provide vaccine information. New vaccination courses must have been completed at least 10 days before arrival.**

**We strongly recommend all dog owners to have their pet vaccinated against Infectious Bronchitis (Kennel Cough) – this must be given at least 72 hours before arrival. Please see our video on our useful links page which gives an informed veterinary explanation to the benefits of this vaccine.**

**We will need proof of a regular worming & flea treatment routine.**

If your pet should arrive for their stay and we find fleas or parasites, we reserve the right to treat the condition effectively and immediately. This will be at the owner's expense.

**It is now a legal requirement for your dog/dogs to be microchipped.**

All pets are charged for the day of admission and the day of departure regardless of the time of arrival or departure. No refunds will be made in the case of early collection.

All pets must be collected/ Delivered between 8.30am & 5.00pm unless a pre-arranged out of hours collection/ delivery has been secured.

We reserve the right to attend to any concerns regarding your pet's coat that would affect its health and wellbeing during its stay with us.

We cannot accept the pet's own bedding. However we encourage you to bring a small disposable item with a familiar smell from home, and any kennel friendly toys. We are not liable for any damage to personal possessions. **Please see our first time boarding advice page.**

**Medication: All medication that accompanies pets must be clearly marked with the pet's name, the dosage and the type of medication clearly stated, plus an explanation of the condition being treated (Please check that all medication will remain in date during your pet's stay). We require details of all pre-existing medical conditions. We reserve the right to consult a veterinary surgeon at our own discretion.**

**Any veterinary attention required during the pets stay is at the expense of the owner/legal guardian. (We strongly advise that you obtain veterinary insurance cover).**

Your pet will be fully insured by us during their stay.

Non collection of a pet; We reserve the right to take any action deemed fit with respect to your pet in the event of non-collection or contact by the owner after 14 days from the due date of collection.

**Owners with more than one cat/dog: Pets will share the same apartment unless we are advised otherwise.**

**Please feel free to email or call, if you have any queries regarding our terms and conditions mentioned above.**

Hydegate Pet Resort Limited  
Hydegate, Uley, Nr Dursley, Gloucestershire GL11 5AN  
Telephone 01453 860557  
[www.hydegatepetresort.co.uk](http://www.hydegatepetresort.co.uk) email: [contact@hydegatepetresort.co.uk](mailto:contact@hydegatepetresort.co.uk)