

Terms and Conditions of boarding and day care at

Hydegate Pet Resort



Please ensure you have checked and agree to our terms and conditions.

By proceeding with your boarding or day care booking, the owner of the animal is deemed to have accepted these terms and conditions. If you have any queries or questions regarding any of our terms and conditions, please do not hesitate to contact us.

1. When making a boarding and/or day care booking, the owner(s) of the animal must provide their full details (Inc. full name, address and contact information, the animal's full details and emergency contact details).
 - a. Hydegate Pet Resort reserve the right to refuse admission to any dog exhibiting signs of aggression to staff. **OWNERS MUST INFORM STAFF OF ANY KNOWN AGGRESSIVE TENDENCIES OR PREVIOUS INCIDENTS, PRIOR TO BOOKING.** Behaviours include biting, snapping, growling, or lunging.
 - b. Failure to disclose any known aggressive tendencies to humans or other animals could result in additional fees or the dog being turned away, and the cancellation of all existing bookings.
 - c. An emergency contact must be provided. This must be an additional family member, or friend etc, who is in the country at the time of your pet's stay.
2. Vaccinations and treatments
 - a. 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 if you are unsure. Staff at Hydegate reserve the right to cancel your pets stay if proof of vaccinations cannot be provided.
 - b. Please note, all new vaccination courses must have been completed **at least 10 days** before arrival.
 - c. Proof of vaccination against infectious Bronchitis (Kennel cough) **MUST ACCOMPANY THE PET ON ARRIVAL ON ALL OCCASIONS.** Due to this being a live vaccine, this must have been given at least 2 weeks before arrival.

The infectious bronchitis vaccine does not give 100% protection against Kennel Cough and the owner takes full responsibility for this, the management of Hydegate will not be liable if the dog catches kennel cough.

Please see our video on our useful links page which gives an informed veterinary explanation to the benefits of this vaccine.
 - d. All dogs and cats boarding with Hydegate should have a regular worming and flea treatment routine.
 - e. 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.
3. It is now a legal requirement for your dog(s) to be microchipped. Please ensure we have this information on record.

4. Dog boarding and day care

- a. We can accept your pet's own blanket or a small 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.
- b. All pets must be delivered/collected between 8.30am and 4.00pm unless a pre-arranged out of hours delivery/collection has been secured.
- c. Out of hours pickup service is available between 6.30am – 8.00pm. If picking up and dropping off outside of these times, the premises will be locked and therefore access may be unavailable.
- d. Owners with multiple dogs will share the same apartment unless we are advised otherwise.

5. Medical Treatment

- a. 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 pets stay).
- b. We require details of all pre-existing medical conditions.
- c. We reserve the right to consult a veterinary surgeon at our own discretion.
- d. Please allow your veterinary practice to give us permission to consult with them if needed, ie you pet became unwell or needed treatment.
- e. Any veterinary attention required during the pet's stay is at the expense of the owner/ legal guardian.
- f. In the event of a medical emergency, the owners will be contacted in the first instance for guidance/consent on how to proceed. If the owner is unable to be contacted, it will be at the discretion of the staff to proceed with veterinary treatment. We will always put the welfare of the animal first.
- g. If medical treatment is required, this will be claimed against the owners insurance if possible or at the cost of the owner.
- h. We reserve the right to attend to any concerns regarding your pet's coat that would affect its health and wellbeing during their stay with us.
- i. We reserve the right to administer YuDigest to aid any loose bowels.

6. Payment

- a. All charges are made on a **per-day basis**. All pets are charged for the day of admission and the day of departure regardless of the times of arrival or departure.
- b. No refunds will be made in the case of early collection.
- c. If bookings are cancelled 48 hours or more before the arrival date, a 50% refund is available.
- d. Payment is due in full at the time of booking. If using our out of hours service, please arrange payment via bank transfer to the following account:

The Co-Operative Bank
08-92-50
6834759

7. Non-collection of a pet

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