

Whitley Crest Ltd

Doggy Daycare

VAT REG NO. 424 1759 03

Terms and Condition

DAYCARE IS NOT TO BE USED AS A TRANSITION TO BOARDING - THIS HAS NO BENEFIT FOR YOUR DOG!

PLEASE SPEAK TO THE TEAM FOR THE CORRECT TRANSITION PROGRAMME!

Vaccinations Policy.

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

Primary Vaccinations; Pets cannot enter Doggy Daycare 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.

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 visit.

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.

We do not insist on the Kennel Cough Vaccine, this is a live vaccine! No entry for 28 days after administered.

Penalties will apply if our Kennel Cough conditions are ignored, do not put other dogs at risk!

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

We can not accept bitches in season, your dog will need to have a 4-week break away from daycare. We reserve the right to remove a bitch in season from Daycare, no refunds will be given.

Important! We may terminate a doggy daycare arrangement immediately if it is a reasonable thought that your dog has behaved badly or aggressively towards a team member, other dogs or property. You will be liable if your dog injures a third party, other daycare guests or staff.

If it becomes necessary, your dog will be taken to Malthouse Vets in Shrewsbury. They provide an excellent service. In case of an emergency, if we are not able to get hold of you, we are able to make decisions on your behalf in aid to prevent any suffering. Daycare guests attend at owner's own risk, insurance cover does not apply. Whitley Crest will not accept responsibility for loss/escape, illness or any kind of injury.

48-hour policy applies for sickness or diarrhea

Kennel Cough, this is highly contagious - two-week clearance is needed after symptoms develop. Whitley Crest will not accept responsibility for Canine Influenzas.

Photos and videos taken during daycare are the intellectual property of Whitley Crest Ltd. We reserve the right to use them as necessary.

We expect our drop off and pick up hours to be respected, we can not accept late arrivals as this upsets the pack that we work hard to help this happen to enjoy a successful happy day with your dogs. No refunds will be given!

Whitley Crest Ltd reserves the right to revise our prices when necessary without prior notice.

Dogs need to attend a minimum of 1 session every other week unless the team feels that your dog will benefit from a once a week visit.

Food

We advise and recommend puppies under the age of 8 months to bring a lunchtime snack. This needs to be provided and supplied in a labelled bag or in a non breakable tub.

Please do not bring breakfasts or teas.

Gastro Torsion (Bloat)

To reduce this life threatening condition please allow at least 1 hour before your dog arrives.

Please can you make sure that you dog goes to the toilet before arriving.

Charges

We understand that sometimes being late is out of your control and not intended. Lateness regardless of reason results in a cost to us to cover overtime.

A minimum charge of £20.00 will be added to your account.

Payments/Admin Charges

A no-show or cancellation with less than a 24-hour notice will be charged for in full.

Confirmed pending bookings must be paid for once accepted and your payment link has been sent

and before arrival.

Any reminders of outstanding payments will occur a £5.00 charge.

Cash payments will be accepted upon arrival, the correct fee would be helpful.