

Hello!

We aim to make your dogs stay with us as comfortable and pleasant as possible with a view that they are on holiday with us whilst you are on yours. Please find below details of your dogs stay to put your mind at rest.



**The Kennels:** Each kennel has a 2mx2m sleeping area in which has thermostatically controlled underfloor heating, so when the weather drops cooler your dog gets the benefit of a heat source that will give an ambient room temperature. Through a sliding hatch there is a further 3mx2m covered run that looks out onto the play paddock. We provide beds and vet bedding, bowls and an appropriate food for your dog included in the price of their stay. If you wish you are welcome to bring any favourite blanket, toy or bedding with you if you feel it will help your dog settle and feel at home in our kennels.

**Feed:** We use Skinners which is a premium dry food in the kennels as it is what we also feed our own working Border Collies. There is an option of Maintenance (non fussy adult dogs), Grain free, Hypoallergenic (for allergy prone dogs), Junior (for dogs up to 18 months old), Muesli mix (for those who like something a bit different), Light and Senior (for those who are a bit older or need to slim down a little). All these we can mix with tinned meat if that is what your dog is used to at home, again hypoallergenic and sensitive tummy options are available. If your dog is on a medicated diet or if you preferred they stayed on their own brand of feed feel free to bring it with you for your dogs stay with feeding instructions.

**Please do not bring any rawhide products into the kennels.**

**Exercise and play:** Each dog is let out of the kennel at least twice a day for either a walk on a lead in our fields on home farmland or into the secure play paddock. Depending on whether your dog enjoys the company of canines and if you choose to give permission, either of these may be with other dogs. If not, they still receive the same level of attention. We provide a variety of toys, treats and puzzle toys to keep your dogs mind busy during rest time in the kennels. Favourite toys from home are welcome as long as they are not a choking hazard or at risk of being ingested, no squeaky toys though please.

## Vaccinations

**Please ensure that your dog is up to date with their vaccinations including yearly boosters, if you are unsure please check with your vet with plenty of time before commencement of your dogs stay with us. If you have fallen behind with booster vaccinations you may need at least 4 weeks to get your dog back up to date before they can come into the kennels. Please bear this in mind when making your booking and any vet appointments.**

### **Kennel cough vaccine**

We don't insist that your dog has the kennel cough vaccine as we don't have to, however we recommend that you talk to your vet about having it especially if your dog is very young, old or has an underlying health issue.

**Should you choose to have the kennel cough vaccine for your dog please ensure there is a at least a 3 week gap between the vaccine being administered and commencement of your dogs stay with us.** This is due to the intranasal vaccine being live and the injectable version needing that amount of time for it to have beneficial effect for your dog.

If you come to drop off and we find your dog is not up to date with vaccinations and/or has not had the requested 3 week gap between kennel cough and their stay, they will **not** be able to board with us and you will be responsible for finding alternative accommodation for your dog. You will still need to pay in full for your dog's stay with us as it is not our responsibility to ensure your dog meets boarding requirements set by UK law.

### **We are open for drop off and collections:**

Monday – Friday      9:30am-12noon and 4:30pm-6pm

Saturday and Sunday    9:30am – 12noon only

Bank Holiday Mondays 9:30am -11am only

### **Prices include vat at 20%:**

Single kennel £23.40 per day

Double occupancy £40.80 per day

Triple Occupancy £48 per day

The days are charged as follows; the day you drop your dog off is charged whether it is in the morning or afternoon slot. On the day you collect, if you collect in the morning that day is not charged, if you collect in the afternoon that day is charge in full.

As of 01/01/2022 there is an extra charge of £6 (including vat) per day for dogs staying over Christmas. (Christmas Eve to 27<sup>th</sup> December inclusive, 4 day minimum charge).

**Deposits are now required for all stays and are as follows:**

If you wish to pay cash for your dogs stay please state this at time of booking so deposit arrangements can be made.

1-3 day stay: payment in full required upon booking

3-7 day stay: 3 days payment required upon booking

7 day + stay: 50% of the booking total required upon booking

Payment is by bank transfer or cash. If by bank transfer please ensure payment is received before collection of your dog.

Bank transfer details:

Lloyds account: Higher Brook House Kennels, account number 17908560, sort code 30-98-90

**Please reference the payment with your dog's name and your surname minimum, if room please add the start dates of your dogs stay with us**

**Please print off the following pages if you cannot fill in the online Google form, and bring with you when you bring your dog in to us. Any questions about the forms please give us a call on 07891373676**

**Many thanks**

**Naomi**

# Client Details Form



## Client contact details

Name:

Address:

Home phone:

Mobile:

Email:

Emergency contact(s) Name\*:

Phone:

\*This **must** be someone, who in the event of an emergency will come and collect your dog, be it an evacuation in the event of a fire or such like or if your dog displayed behaviour which meant they can no longer be cared for. These behaviours can be, but not limited to, severe aggression, extreme separation anxiety. Please seek permission for your emergency contact to be nominated.

## Dogs Details (please enter each separate dog's details)

Name	Breed	Vaccination Date	Wormed/Flea a'd	Age	Gender	Spayed/Neutered	Microchip number

Date and time of drop off:

Date and time of collection:

## Details of service

Dietary Requirements and normal feeding routine:

Treats allowed?

Medications? If yes please fill in separate sheet

**Additional Notes** (Please use this space to provide additional notes regarding your dogs' behaviour, exercise routine, restrictions on exercise or particular likes or dislike (sensitive ears, loves fetch, hates water, loves a tummy rub...) If anything noted in this section changes on future visits please let us know.

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# Permissions

## Medication Permission (leave blank if no medication is prescribed, valid unless updated)

Type/ name of medication

Instructions/times for administering

## Vet Permission (please enter dogs own veterinary details)

Name of practice:

Address of practice:

Phone:

Known medical conditions and any allergies\_\_\_\_\_

I (your name), \_\_\_\_\_, give Higher Brookhouse Kennels permission to transport my dog(s) to Overdale Veterinary Practice should they feel veterinary care is required. If out of hours emergency care is needed, my pet(s) may be taken to the nearest veterinarian providing this service. I agree that Higher Brookhouse Kennels is released from all liability and is to be held harmless in relation to such transportation and treatment. All medical information must be made available from your vet. I give permission to Higher Brookhouse Kennels to approve treatment should either myself or my emergency contact be unreachable, I agree to be responsible for all charges upon my return including, but not limited to, vet fees, extra visit fees and transportation fees should the diagnosis be related to an ongoing condition or long term illness not caused as a direct result of my dogs stay at Higher Brookhouse Kennels. This release will remain valid for all current and future visits unless a new release is signed or if said release is terminated in writing by either party.

## Sharing Permissions

I agree that my dog(s) can sleep together at night in the same kennel (if more than one dog boarded from the same household)

I agree that my dog(s) can share walks with other dogs under the care of Higher Brookhouse Kennels

I agree my dog(s) can have supervised play time in the play paddock with other dogs from different households

I give permission to the posting of pictures and videos of my dog(s) on social media and affiliate website

I give permission for my dog(s) to be bathed or brushed as a member of Higher Brookhouse Kennels see fit

By signing this form, I am agreeing that all of the above information which I have detailed on the Client Details Form and the Permissions Form is correct. Any changes I, as the owner, need to make will be notified for future bookings.

Client's name:

Client's Signature:

Date:

## Terms and Conditions

1. The client agrees to provide full and honest information to Higher Brookhouse Kennels about their dogs during the booking procedures. Behaviour which may negatively impact upon myself (Naomi Spillane) or any member of staff which we are not forewarned of are not acceptable. Any known negative behaviours such as nervousness, aggression, food aggression, determined lead pulling, sensitive areas of the body must be declared at booking in.

2. The emergency contact will be asked to take over care for the dog(s) in the event of an emergency, be it an evacuation in the event of a fire or such like or if you're dog displayed behaviour which meant they can no longer be cared for. These behaviours can be, but not limited to, aggression, separation anxiety, anti-social behaviour. Refunds will not be given under these circumstances and the entire booking must be paid for in full. Please seek permission for your emergency contact to be nominated. The client agrees that if their dog attacks a member of Higher Brookhouse Kennels staff, and this results in injury to that person, they will be responsible for any expense incurred as a result. This includes payment of veterinary fees incurred as a result of injuries to another animal caused by their dog. The dog will be removed with immediate effect and placed with the emergency contact and no refund will be due.

3. I agree I will be handing over my dog(s) to Higher Brookhouse Kennels in good health. Any current illnesses or ailments will be disclosed and any medication for such ailments will be supplied and detailed on the Medication Permission form. If any illness appears or has not been disclosed upon drop off and appears to be or is diagnosed as contagious, the dog will be moved to the isolation kennel. They will receive the same standard of care throughout the rest of their stay and medication will be given as prescribed by the vet. If a period of more than one month elapses between a booking confirmation and the commencement of service, the client must ensure that Higher Brookhouse Kennels are informed of any changes made to the pet's health, routine or care. This can be declared on the booking in form.

4. All dates, drop off and collection times are set and must be followed. Please remember this is my business and if you arrive early, please wait until the opening times before phoning for attention. If you are running more than 15 minutes late past the collection and drop off times, we will charge you an out of hours fee at our discretion. If you are unavoidably delayed by more than fifteen minutes, you must contact myself before the arranged time to arrange another suitable time for drop off or collection. Please only phone or text to rearrange, if you use any other form of messaging this may not be received if I am not in a WiFi enabled area.

5.a. A deposit may be requested at time of booking. Deposits are non refundable in the event of cancellation on your part. Should Higher Brookhouse Kennels have to cancel your booking your deposit will be refunded in full. If you choose to cancel the booking and no deposit has been taken Higher Brookhouse Kennels reserves the right to charge a cancellation fee. A minimum notice of 14 days to cancel is required otherwise Higher Brookhouse Kennels reserves the right to charge a cancellation fee of 50% of the original booking. Should you choose to end your dog's stay with us early you will still need to pay the full amount for the original booking made.

5.b. All bookings 3 days and under must be paid for in full at time of booking. This can be via bank transfer or in cash.

5.c. As of 01/01/2022 any booking cancelled or ended early due to Coronavirus or any Coronavirus related issue will still be subject to the normal cancellation policy (5.a.) so it is advisable to check your holiday insurance (if applicable) covers boarding fees.

6. Should you consent, that if your dog(s) are under one year of age that, where possible will be given the opportunity to have supervised interaction with different members of staff and dogs (big and small) to ensure their socialisation and emotional growth. They should be given time to explore the environment and be kept entertained with activities. All training will be force free and positively rewarding. I will continue any basic training you have started. I am not a qualified trainer or behaviourist. Any sign of illness we will isolate the puppy and contact you and the vet. Your puppy will be walked for an appropriate time for their age and development.

7. If a medical emergency arises for the dog(s), Higher Brookhouse Kennels will make every effort to contact the client and their emergency contact. Where time is of the essence, the client authorises Higher Brookhouse Kennels to seek medical services at Overdale Veterinary Practice, Buxton.

8. Dogs will not be permitted to be off lead when being walked outside the Kennels, off lead play time will happen in the secure play paddock. Clients agree to provide any lead, harness, head harness and collar that their dog is normally walked with.

9. All dogs must be fully up to date with their yearly vaccinations or titre tested with certificate of proof (kennel cough is not compulsory but is highly recommended), they must also be wormed and treated for fleas/ticks before commencing their stay. All vaccinations or course of vaccinations should be completed at least 2 weeks prior to any boarding. Higher Brookhouse Kennels reserves the right to decline to accept any dog that arrives for boarding looking visibly unwell, no refund on any deposit paid will be given if declined.

10. Any dog who is not collected within two days of the agreed collection date, and where there has been no contact from the client or their emergency contact will be assumed abandoned and any necessary provisions made.

11. Higher Brookhouse Kennels will carry out all agreed services in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client waives and relinquishes any and all claims against Higher Brookhouse Kennels except those arising from gross negligence or misconduct on the part of Higher Brookhouse Kennels.

12. The client authorises the signed contract to be valid approval for future services, therefore allowing Higher Brookhouse Kennels to accept future bookings without additional signed contracts or authorisation. By signing below the client is promising to read these terms and conditions in their entirety.

I, the undersigned, have read and agreed to the terms and conditions of using the services of Higher Brookhouse Kennels. I understand that any outstanding the fee will be paid to Higher Brookhouse Kennels. I can confirm that I agree to pay any vets fees incurred during my dogs stay which are for a condition not directly related to, or not as a result negligence of my dogs stay at Higher Brookhouse Kennels. By signing these forms I am agreeing to follow through with this booking and pay any fees due.

Client's name:

Client's signature:

Date: