

Terms and Conditions

1. Please complete the booking form and bring it with you on drop-off. This form is also a consent form so please fill it in accurately.
2. A 50% deposit must be paid to secure your booking.
3. The full amount is to be paid within 14 days of the intended stay.
4. Single nights need to be paid fully upfront and are non-refundable.
5. Bookings cancelled within 28 days of the stay will forfeit the deposit.
6. Bookings cancelled within 14 days of the stay will forfeit the entire amount paid.
7. No Shows – if you do not present your dog for boarding at the agreed upon time, and we do not hear from you within 48 hours, we reserve the right to cancel the remainder of your booking. No refund will be given.
8. TRIAL STAYS – dogs coming for more than one night will need a trial stay for 12-24 hours. This is to ensure their stay with us will be stress free, for both us and them. This will be scheduled upon payment of your deposit. If we decide your dog is not suitable to stay with us after a trial, we will refund your deposit. During a trial stay you must be available to collect your dog at short notice.
9. Dogs are to be dropped off no earlier than Midday and must be collected by 10am. Drop off and pick/up times outside of these times can sometimes be arranged but may incur additional costs. Please let us know what you need as soon as possible.
10. If you are late collecting your dog, you will be charged £10 per hour as your dog may have to be moved in preparation for our next guest, at our inconvenience.
11. Your dog must be microchipped – they will be scanned on arrival.
12. Your dog must be vaccinated and proof presented on drop off in the form of a vaccine card/certificate, which will stay with your dog.
13. Failure to present a vaccine certificate will result in cancellation of your stay. No refund will be given.
14. Dog Vaccinations must safeguard against the following diseases: Distemper, Parvovirus, Hepatitis, Leptospirosis and Parainfluenza.
15. It is recommended you vaccinate your dog against kennel cough.
16. We would never knowingly accept a dog with kennel cough, but it can have an incubation period as long as 14 days and so isn't always detectable. It is also an airborne virus and so is out of our control. By booking to stay with us, you accept that this is a risk and that we (Underhelm Dog Co.) are not liable if your dog develops kennel cough during or after their stay.
17. Please safeguard your dog against parasites (fleas, ticks, worms) – dogs found to have fleas will be refused entry to the premises and you will forfeit your boarding fee.

18. Please provide your dog's food for the duration of their stay. Quality kibble can be provided at cost if needed, but it is not advisable to change a dog's diet abruptly to avoid causing stomach upset.
19. RAW feeding – we can facilitate raw feeding if needed.
20. Soft bedding can be provided. You are welcome to bring any soft bedding your dog uses, to help them settle in better. We are not responsible or liable for any bedding your dog destroys.
21. Medical conditions – if your dog has significant medical conditions requiring regular care, please inform us as soon as possible so we can better ensure we can give them the care they need. If your dog requires intense and regular intervention and you have not informed us prior, your booking may be cancelled with no refund given.
22. Emergencies - In an emergency, your dog will be taken to the nearest vet that will accept them. Your details will be given to the vets, and they will contact you to authorise any treatment.
23. In a non-emergency situation, I will endeavor to take your dog to your registered vet (if local). I will endeavor to contact you before authorising any treatment.
24. If I, or the vet, cannot contact you, your nominated proxy will be contacted to make decisions on your behalf. If neither you nor your proxy can be reached, I will instruct the vet to act in the best interest of the dog, up to and including euthanasia. All vets' fees incurred will be payable by you, the owner. These conditions are non-negotiable and by booking a stay with us you agree to them.
25. We will refuse entry to any dog that we deem unwell. No refund will be given.
26. Aggression – if your dog is aggressive, either towards people or other dogs, you may be asked to collect your dog immediately. No refund will be given.
27. Destructive – if your dog exhibits excessive destruction tendencies, you may be asked to collect your dog. No refund will be given.
28. You are liable for any damage to property caused by your dog.
29. Dogs not collected within 48 hours of the intended collection time, and without appropriate contact from the owner, may be taken to an animal welfare shelter.