



THE GROVE

LUXURY DOG BOARDING

BOARDING TERMS & CONDITIONS

Opening Hours

Every day from: 8am – 5pm

Unless another time is agreed with us.

Charges

You can view room and chauffeur fees on our website: www.grovekennels.co.uk

Charges

As travel arrangements frequently change at the last minute, we make your dog's room available from early morning on drop-off day to late afternoon on pick-up day. **This means that both days are charged for. However, there will be no charge on collection day if you collect your dog before 10am.**

Bookings

NEW customers can book using our printable form: www.grovekennels.co.uk/termsandconditions.htm
EXISTING customers can also use the form, OR book online: www.grovekennels.co.uk/bookonline.htm

Cheques payable to Grove Kennels Ltd, or card payments can be taken by phone.

No deposit required. Full payment is required either on drop-off or collection.

Collection & Delivery

Collection and delivery of dogs shall be made during our opening hours.

We reserve the right to rehome dogs that have not been collected within 14 days of the stated departure date and, after efforts have been made to contact the owners with no response.

Checking In

All dogs are logged onto our system, which keeps track of any special needs that they may have. They are then allocated the best room available on the day.

Health & Welfare

The health and welfare of our guests is very important to us. We cannot accept any dog without proof of up to date inoculations, we ask that dogs do have the kennel cough vaccination.

Although it does not cover all virus strains we find that problems are far less for dogs that have been vaccinated.

If your vet recommends you not to inoculate for any reason we may accept your dog with a vet's note, but we accept no responsibility for any problems that may occur from none inoculation.

Dogs must also be treated for parasites and worms on a regular basis.

We reserve the right to refuse to board any dog that is clearly unwell, or that we consider could be dangerous to our staff.

At the Grove we give injections and medication to your dog as required, at no extra charge.

In the unlikely event your dog becomes unwell during their stay they will be treated by our/your vet.

This cost should be covered by our kennel insurance (up to the policy maximum of £1500) unless it is a pre-existing condition or precluded from our insurance cover, which can be seen in our office.

Please be aware that we take no responsibility for loss or damage to any bedding, leads or toys that may be supplied by you, however caused. Whilst every care and attention is taken during boarding,

responsibility for the dog's care can only be accepted at the owner's own risk and the Management will not be liable for illness, injury or the death of any dog whilst in our care.