

TERMS & CONDITIONS (1st January 2017)

These are for the benefit of your pet and other guests, please read carefully.

Rosevalley will take every effort to make your pets stay a happy one and Rosevalley will look after your pets' health and safety while you are away. All pets are boarded entirely at their owners' risk. We reserve the right to refuse admission at any time without giving reason.

1. Abandonment

Animals left at the Kennel's & Cattery for 14 days in excess of their planned departure date without any contact from their owner or representative will be classed as abandoned and removed from the premises to an official establishment for this purpose. Any outstanding boarding fees will be perused in full.

2. Bedding & Personal Items

All animals are provided vet-bed fleeces, should you wish to bring your own bedding this must be in a clean condition. Any bedding, toys and other comfort items are all left at your own risk.

3. Behaviour

Please notify Rosevalley of any problems or undesirable behaviours your pet may have due to previous experiences. Any damage or extra cost incurred due to Rosevalley not being aware of these will be charged as necessary.

4. Cancellation Policy

Any cancellations must be made at least 7 days before date of arrival and confirmed in writing or by e-mail.

5. Daily Rate

The daily rate is charged from the day of entry up to and including the day of departure with no exceptions.

6. Drop off & Collection (Opening times)

All animals must be dropped off during our normal opening hours, which are stated below.

Monday to Sunday – 8:30am to 10 am and 4:30pm to 6pm

Except during the Festive & New Year period when there is no pick up or drop offs on the 24th, 25th and 26th December and also the 31st December, 1st and 2nd January.

All dogs MUST be kept on a lead at all times when dropping off and picking up from the Kennels. If you choose to let your dog off the lead, this is completely at your own risk.

All cats MUST arrive in a secure basket and only be released into their enclosure.

Any owners wishing to collect outside of these times may do so only by prior arrangement with Rosevalley. If an owner attempts to collect outside our normal hours of business without arrangement then an additional days charge will be made for each event.

Should you be unable to collect your pet in person Rosevalley must be notified in advance and the representative must bring proof of identity and, if appropriate, payment before the animal will be released.

7. Health

Rosevalley takes every precaution to ensure the health, safety and happiness of all its guests. Rosevalley will take immediate action if a guest appears unwell either by consulting Moray Coast Vet Group or by phoning your own vet for advice.

Rosevalley will cover any payments for vets fees or loss of animal up to £1500 when our business is deemed legally liable for the illness, injury or

death of your cat or dog. Any pre-existing conditions or conditions that would have happened if the dog or cat was not boarding with us will definitely not be covered.

You must make Rosevalley aware of any existing medical conditions your pet may have.

Any Medication that requires to be administered during your pets stay must be written down clearly. Rosevalley accepts no liability for the storage of medication.

8. Payment

Payment is required in full before any animal leaves the premises. **Rosevalley currently accepts cash, credit and debit cards** as methods of Payment.

Please note as of 1st of January 2017 we will no longer be able to accept cheques.

Rosevalley reserve the right to hold the animal until full payment is received and the extra days will be chargeable at the normal rate.

9. Photography

Rosevalley will occasionally take pictures of the Kennels, Cattery and our Guests to use for promotional purposes and to update our customers on how their pets are getting on.

Rosevalley reserves the right in perpetuity to use these images without cost. These images may be published online on our website or via social media sites or in print.

10. Sharing

Pets with the same owner can share Kennels and enclosures, however if it is felt necessary to split the animals due to concerns by the Kennel staff, the additional cost will be met by the animal owner.

11. Vaccinations

All animals are only accepted with up-to-date vaccination records. A copy of these must be presented on or before arrival.

Dogs must be fully inoculated against Distemper, Hepatitis, Leptospirosis, Parvovirus and must have had a booster injection within the previous twelve months.

Cats must be fully inoculated against Feline leukaemia, Feline infectious enteritis, Feline viral rhinotracheitis (Feline Herpes Virus) and Feline calicivirus, and must have had a booster injection with the previous twelve months.

Kennel cough vaccination (Parainfluenza) is strongly recommended, especially during busy periods, but this is at the pet owner's discretion and risk if not vaccinated. **There must be a period of at least 21 days between your pet's inoculation and arrival date at Rosevalley.**

12. Vehicles & Property

Rosevalley cannot be held responsible for any loss or damage to vehicles or property, howsoever caused, whilst on the premises.