

Conditions of Acceptance and Booking Terms and Conditions



Please read our Terms and Conditions Carefully.

1. **All cats and dogs must have an up to date Inoculation Certificate.**
For puppies and kittens, the last vaccination having been given **at least FOURTEEN DAYS** prior to boarding. The certificate must be produced prior to, or at the time of arrival.
2. We do not insist on the Canine Kennel Cough Vaccine but recommend it for puppies and senior dogs. If it is to be given, we do ask that it be **at least FOURTEEN DAYS** prior to boarding. If it is given less than this, we may not be able to accept your pet or if we do, your pet will have to be isolated.
3. Although care and attention is given to the welfare of all pets, they are boarded entirely at your own risk.
4. You provide us with consent for your pet(s) to be examined by our Veterinary Surgeon. If a visit is required, this may be funded by you, your insurer or us and our insurer. How Veterinary fees are funded depends on the reason for the medical attention being required;
 - a. Pre-existing conditions are your or your insurers responsibility. **Pre-existing medical conditions are not covered by us under any circumstances.**
 - b. Underlying or unexpected health problems, which could have happened at any point and are not as a result of their stay with us, are your or your insurers responsibility. **Underlying or unexpected health conditions are not covered by us.**
 - c. General health requirements such as flea or worm treatment, nail clipping are your responsibility.
 - d. Illness due to our care or injury whilst in our care, **any fee incurred will be met by us and/or our insurance provider.**We have the right to request you to submit a claim through your own insurer, if deemed necessary by us or the Veterinary Surgeon. If you are required to pay, the charges may be added to your final invoice or you may be required to pay the Veterinary Surgeon direct.
5. All fees are charged by the day and include the day of arrival and the day of departure, unless collected between 9am and 10am on the day of departure. Fees are payable either in advance or on departure.
6. A **non-refundable deposit** is required to secure your booking, if your booking is for 1 or 2 days then the full amount is required, thereafter it is a £40 deposit for dogs and a £20 deposit for cats per week or part of a week. If you have more than one pet staying with us, an additional deposit is required for each additional dog or cat. Each additional dog is £20 per dog, per week and each additional cat is £10 per cat, per week. The deposit is paid to secure the booking for the dates requested, **if you cancel your booking the deposit is non-refundable and non-transferrable to any other booking.** Please view our Deposit Table on our website www.hawthornkennels.co.uk/prices.
- 6b. **(Day boarding only)** If you cancel your day boarding slot within 24 hours, full payment is required, as we don't have sufficient time to fill the space. Please note day boarding is cash only.
7. If you drop your pet off later than the arranged arrival date and/or collect your pet earlier than the arranged departure date you will still be required to pay the full booking cost, as the kennel or cat room has been allocated to your pet for that period of time.
8. Any additional services will be priced separately and added to the final booking balance.
9. Payments can be made by either cash, credit or debit card or bank transfer. All payments must be received in full prior to your pet leaving us. Day boarding is CASH ONLY.
10. Great care is taken each day to ensure the health and well-being of each of our guests. If a pet comes to us with fleas, they jeopardise the health of others in our care and could cause a long-term problem. Please ensure your pet is treated regularly to prevent fleas using a veterinary approved/prescribed flea product. Non-prescription treatments, flea collars or spot on treatments may not be as effective. **If fleas are found we will treat your pet as instructed by us or our Veterinary Surgeon and you will be responsible for the cost of the treatment, which will be added to your final invoice.**
11. All belongings left for your pet, are left entirely at the owner's own risk. Even the most placid dog could chew its blanket. We accept no responsibility for your belongings left whilst your pet is with us. Any belongings becoming soiled during the boarding period will be destroyed.
12. Your pet must be collected on the arranged date of departure. If your pet is left for more than FOURTEEN DAYS after the agreed date of departure and we have received no contact regarding your pet, we will consider your pet to be "abandoned" and appropriate action will be taken. This may result in your pet being rehomed or signed over to a rehoming charity.
13. You agree to drop off and collect your pet within our opening hours, Monday to Friday, 9am to 12pm then 4pm to 5pm. Saturdays, Sundays and Bank Holidays, 9am to 12pm (we are closed for drop offs and pickups on Christmas Day, Boxing Day and New Year's Day)
14. You agree to complete a booking form (and senior form for pets aged 7 or over) providing all information requested in order to help your pet have a great stay as we need to understand their requirements. You are held responsible if you provide inaccurate or incomplete information.
15. You agree to abide by these Terms and Conditions on each and every occasion your pet(s) are boarded at Hawthorn Boarding Kennels and Cattery.

Nothing in these terms affects your statutory rights.

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