

Term and conditions

Our standard of care

All pets left in our care are treated as if they were our own. Our standards are very high and all measures are taken to ensure all your pets enjoy their stay with us.

We live on site and have quite a number of dogs of our own so security is good. In addition we have CCTV installed and are looking to upgrade so you can view your pet whilst away if you wish to.

We have a very good health and hygiene policy

All our guests are fed at least twice a day and the dogs have at least 3 runs out a day either via lead exercise or in a large, secure run.

Our units are all generous and built to a high standard.

All fouling material is removed quickly and disposed of in an appropriate manner.

We are a fully licensed premises and in accordance with the Boarding Animals Act 1963 all animals must have a certificate to verify they are up to date with immunisations.

In addition at Dogs Paws all dogs boarding with us must also have had kennel cough immunisation no less than 7 days before their visit commences.

All cats and small pets are housed separately.

Open hours

Viewing, drop off or collections are welcome any day of the week at EITHER around 9am OR around 5pm.

Booking

A booking is binding from the time it is placed, however cancellations can be made but no less than 4 full days before the due drop off time otherwise the full fee will be due.

The full period booked will be subject to payment irrespective of early collection.

All postponed bookings (via prior mutual agreement) must be taken within 30 days of the original booking.

Fees

Our charges are per day and any part of the day

Single cat £8.50, two or more cats £7.50 per cat

Single dog £15 multiple £14 per day

Small pets £5 per day

Birds by separate negotiation

A booking of 3 days or less will be charged at a higher rate which will be confirmed when the booking is made

Bank holidays will be charged at double rate

Payments

Payment is to be made in full by cash or cheque upon collection of your pet - we, currently, have no facility to take card payments

Food

Quality food will be provided. If prescription food is required then the owners must provide this

Medication

We are happy to administer any medication and make no additional charge for doing so. The medication to be provided by the owner

Health

Full care and attention is paid to the safety and welfare of all animals whilst in our care. Specific disinfectant is used and we have a very rigorous cleaning policy.

We cannot guarantee accidents or illness will not happen. Should either be the case veterinary assistance will be sought at the carers discretion.

Should any animal present with either fleas or worms then treatment will be administered and the owners liable for the cost upon collection.