

Pride Veterinary Centre Pet Hotel Terms and Conditions



Vaccinations/Health and Welfare

1. Dogs can only be accepted into the Pet Resort on the conditions that they hold current vaccination certificates for Hepatitis, Distemper, Leptospirosis and Parvovirus, and must also be vaccinated against Kennel Cough within the last 12 months.
2. Cats can only be accepted into the Pet Resort on the conditions that they have been vaccinated against Feline Enteritis, Cat Flu, and other relevant diseases.
All vaccinations should be completed 2 weeks prior to the first date of boarding and your certificate must be produced on your first visit to the Pet Resort. If you fail to bring your vaccination certificate we will attempt to contact your veterinary surgery. However, if this is not possible your pet cannot be checked in.
3. Should any animal be found hosting fleas, owners are responsible at the time of collection for all treatments to the animal and treating the surrounding environment deemed necessary by Pride Veterinary Centre Pet Resort.
4. In the unlikely event of your pet becoming ill during its stay at the Pet Resort, you authorise our onsite veterinary team to treat and carry out any necessary procedures and accept responsibility for any costs incurred. Costs of any treatment are to be paid in full on your pets' departure.

Checking In

1. All dogs and cats are registered onto the Scarsdalevets LLP system, which assists us to monitor your pets' special requirements that they may have, for example any medication requirements or dietary needs they may need.
2. If you wish to discuss any concerns with regards to medication we do have on site Vet and Veterinary Nurse available 24 hours. The boarding and veterinary care are run as two separate entities. If your pet becomes ill during their stay requiring a veterinary consultation and treatment then this will be chargeable. Your pet may also need to be transferred to the hospital from boarding for more appropriate care.
3. All dogs and cats must be checked in by appointment. If your pet is unwell prior to checking in, then please do tell us as it may affect their care, and may be a potential source of infection for others.
4. All dogs must be fitted with a collar, tag and lead in line of legal requirements for dog ownership and these must be securely fastened.
5. On checking in we require full address details, telephone contacts (land line and Mobile) and e-mail address, in the event of an emergency.

Sharing Accommodation/Exercise

1. Any owner requiring their dogs or cats to share accommodation, do so at their own risk. Veterinary fees may occur for treatment of animals sharing accommodation that harm each other.
2. All dogs will be walked/exercised on leads on the premises and off-site in the local surrounding area of the Pet Resort whilst in our care. Any owner wishing alternative exercise procedures should discuss this at the time of booking, in order that specific requests are noted on the booking form.
3. Beds and bedding will be provided by the Pet Resort although owners may wish to bring their own bedding and toys for their dog/cat staying at the Pet Resort.
Note: The Pet Resort accept no responsibility for loss or damage to customer's belongings. I.e. any type of toys, bedding, leads, collars etc. Any destroyed or soiled bedding will be disposed of.
4. It is the owners' responsibility to notify the Pet Resort prior to collection of pets, of any third party who may collect on your behalf.

Grooming

1. Where possible animals are given a basic groom (brush or comb) daily during their stay.
2. You can request for full grooming treatment by our onsite groomer, subject to availability, there will be additional costs for this.
3. Pride Veterinary Centre Pet Resort accepts no responsibility for the outcome of grooming animals with existing skin conditions.

Splash Sessions

1. Splash Sessions need to be booked in advance, please speak to a member of staff at the time of booking your pets stay.



Scarsdale Vets
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Derby DE24 8HX
T: 01332 678333
E: post@scarsdalevets.com
scarsdalevets.com/pets

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Hydrotherapy

1. You may wish to book a session with our Hydrotherapy Manager at Check In. Please bring a referral form with you, signed by your veterinary surgeon authorising that hydrotherapy is appropriate for your pet.
2. Whilst every care possible is taken for dogs undergoing treatment and the maintenance of the water and equipment, all dogs receive treatment entirely at their owners risk.
3. No dogs with any contagious or infectious conditions will not be allowed to use the facilities. Bitches in season may not be allowed to use the facilities.
4. We request that owners do not feed their dogs for at least 4 hours before attending a session to ensure that the dog has done its ablutions before arriving. Any dogs which defecates in the pool will be subject to a surcharge of £15.00 for cleaning the pool.
5. Pride Veterinary Centre Pet Resort reserves the right to use video recordings or photographs during sessions.
6. Owners are reminded that they enter the Hydrotherapy pool area at their own risk. It is recommended that you wear sensible foot wear and clothing as this does involve the use of water.

Checking Out

1. All fees for Boarding, Grooming and Hydrotherapy are payable upon collection of your pets. Any early returns/late collections will be subject to additional days boarding costs.
2. Any additional Veterinary fees are due in full upon collection of your pets. We also advise/recommend that you may need to make an appointment for further treatment if necessary with you own vet.

Method of Payments

1. We accept the following methods of payments Cash/Debit/Credit Cards, Cheques accompanied by Bankers card made payable to Pride Veterinary Centre.

Cancellations Procedures

1. Once a booking has been made at the Pet Resort a place is held for the animal for the dates booked providing that a 50 % deposit has been made. In the event of the booking being cancelled a full refund of the deposit will be only be given if written confirmation of cancellation is received at least two months prior to the first date of boarding. A 50 % refund of the deposit will be only be given if written confirmation of cancellation is received at least one month prior to the first date of boarding. After this date the full cost of the booking will be invoiced as we will have declined other requests, and it may not be possible to fill the apartment within a short space of time.

Abandoned Animals

1. In the unlikely event that your dog or cat is not collected from the Pet Resort within 7 days of the date of departure and not having received contact from you or your named contact, we shall be at liberty to re-home as we see fit. This stay will also be chargeable.

Rates

1. A full day's rate is charged on both arrival and departure days. This means that there is no risk of your dog losing his/her Suite if there are unavoidable delays on your return trip.
2. Double rates will be charged on Easter Sunday, Christmas Day, Boxing Day and New Years Day.

Animals Stay

1. Any temperament issues must be disclosed to staff for safety reasons to ensure that your pet can be handled accordingly.
2. The food provided for your pets stay is Hills Lifestage or Royal Canin diets. If you wish to provide an alternative diets please bring this on arrival. Please ensure that you know the weight of food that your pet is having daily so that staff can maintain your pet's usual diet.
3. All Animals are weighed on arrival and departure and for long stay clients animals will be weighed a minimum of weekly unless there is a concern. If your pet is on a weight reducing diet then please ensure the kennel staff are aware or they will increase the diet to counteract any weight loss.
4. Should you have any concerns during the booking or with your resort experience then please contact the kennel manager or if they are unavailable please ask to speak to the manager at Pride Veterinary Centre who will be happy to help.

Group/Ts&Cs/Pet Hotel



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