

## **Terms & Conditions**

Animals are boarding as per the conditions outlined in the Licensing Agreement issued by South Ayrshire Council.

Our business operates with honesty and trust and expects the same from our clients.

At all times we will try to accommodate your requirements, subject to these terms and conditions, we understand that on occasions your plans may change due to unforeseeable circumstances. We will endeavour to accommodate these situations however, we may not always be able to do this due to pledges to other clients.

All terms and conditions are available when booking and can be found on our website. By checking in your companion, you agree to the T&Cs stated.

It must be clearly understood that animals are boarded purely at the owner's own risk.

### 2026 Peak Periods:

- February 6th-11th
- April 3rd-19th
- May 1st-4th
- June 30th - August 20th
- September 18th-21st
- October 12th-18th
- December 21st - January 3rd

\*Peak periods will have an increase of 5%\*

Please refer to our price list or website for all details incl. prices of Packages and duration of walks.

- \* A 50% deposit per animal is required at the time of booking to secure the dates.
- \* Failure to cancel your booking resulting in a “no show” we will require the full bill to be settled before being able to make another reservation.
- \* Deposits will be refunded if 14+ days’ notice prior to arrival is given. Deposits will not be refunded out with this notice period.
- \* It is the client’s responsibility to let us know if they do not require a reservation.
- \* As per our licensing conditions all pets must be suitably vaccinated. This is always discussed at the time your reservation is made, and certificates of inoculations MUST be shown upon arrival. Pet owners need to ensure that their pet(s) have been inoculated against Parvo Virus, Distemper, Hepatitis, Leptospirosis & Kennel Cough.
- \* Any vaccinations required must be administered at least 14 days before arrival. Failure to do so will result in your booking cancelled and deposit lost.
- \* We reserve the right to refuse admission to any dog that for example but not exclusively, is not believed to be in good health and/or showing signs of aggressive behaviour.
- \* We have a ZERO tolerance policy for dogs that show aggression towards people. If any dog begins showing aggressive behaviour towards our team during their stay, you will be required to collect them, and the booking will not be refunded.
- \* Whilst in our care, dogs will not be allowed visitors, this is to avoid upsetting the animals.
- \* Full payment is due on arrival, and we accept card, bank transfer or cash only.
- \* All dates booked will be charged and under no circumstances will refunds be given for late check in or early collection.
- \* Check In & Out Times are between 8am till 12pm or 2pm till 6pm. We must be notified of the new collection time at the earliest opportunity, and this time must be mutually agreed by both parties.
- \* Our clients agree to our daily routine of four ten – thirty minute walks per day depending on your package. As well as operational hours of 8am – 8pm.
- \* Our rates are charged on a per day basis, including the day of arrival and day of departure (e.g. overnight = 2 days). This allows you to arrive as early as 8am and leave as late as 6pm. We must charge you the customer for these days, regardless of the arrival time, as the suite is reserved to only you for the entire day.
- \* All package prices include 20% VAT.
- \* Any extra charges will be payable by card, cash or bank transfer before leaving the premises. Pets will not be released without full payment.

- \* Animals that are not collected on the agreed day and where no communication has been made to discuss arrangements, will be subject to a one-off charge of £50 plus a daily charge of the bookings package. We reserve the right to have the pet removed to a further place of safety without authorisation from the owner if the non-collection causes inconvenience in any way to the facilities or to reservations made by other customers.
- \* Dogs must be fitted with an identify disk attached to a non-slip collar.
- \* All belongings left with animals (i.e. leads, toys, rugs etc.) are left at owner's risk.
- \* Should we find it necessary to provide any extra nutrition (e.g. poor appetite) in the form of fresh homemade meals, this will be subject to an additional charge of £2 per day. Should we require to purchase additional quantity of your preferred choice of food, this will be charged at cost plus £20 for its collection from a local retailer. We agree to buy the minimum available quantity, and any remaining food will be passed onto the client on collection of our guest/s.
- \* Dogs must always be on a lead upon arrival and departure. We accept no responsibility for loss or injury in the car parks. Dog collars must be secure and fitted with an identity disk.
- \* Please note that we try to encourage all our customers to view the Pet hotel before the date of the first boarding. After checking-in and paying the boarding fees, all animals will be taken by our staff. No owners will then be allowed to escort their dog to their room, as this can cause unnecessary stress to your pet.
- \* Any owner requiring that their dogs share accommodation does so at their own risk and must sign to this effect.
- \* Any dogs that cause damage will be subject to a £90 fee to cover costs of replacement beds, £120 fee to cover costs of replacement TVs, and £15 replace damaged blankets. Cost of damage to walls, doors or artificial grass will be based of severity.
- \* It is emphasised that whilst every care and attention is given, the proprietors accept no responsibility for ill health or injury due to your dog's behaviour.
- \* Please note, dogs showing signs of a contagious disease or aggression towards team members will not be accepted at check in.
- \* All guests must be treated for Fleas and Wormed no longer than 1 month prior to their stay.
- \* Any medicines will be given as per instructions to animals boarding with us, but it must be understood that we are NOT a Veterinary establishment. We will administer medications and should we find it necessary to collect medication on behalf of a guest, a charge of £20 will apply.

- \* For our guests boarding for short periods, we offer a wash & blow dry (spa treatment) before collection for £22.50 per guest. A complimentary spa treatment will be carried out for guests that are boarding for specific durations. It is important that you point out if your pet has any allergies to specific shampoo & conditioners.
- \* Animals can only be accepted or released during our business hours. Owners must telephone if unable to reach the hotel by closing time. Business hours are on the front of your confirmation. During peak periods animals must be collected on the stated date, unless previously arranged.
- \* Failure to arrive on the date booked will result in the reservation being cancelled and the full boarding fee charged.
- \* In the event of illness, or injury, either the owner's or our veterinary surgeon will be called or visited. The owners shall be liable for all costs and out of pocket expenses. Where the owner or their nominated contact cannot be contacted the veterinary surgeons, decision relating to the treatment of the dog will be final.
- \* No animals will be accepted into the hotel without an emergency contact name, telephone number and address.
- \* All prices are subject to annual renewal.
- \* We will only accept dogs classed as miniature or extra-large/giant as well as elderly after a sufficient trial day/night. This will be at the client's expense.
- \* All above terms & conditions are not exhaustive and the management reserve the right to change them at any time.