

FTK9 Terms and Conditions



Please ensure you read and understand all of the terms and conditions below

FTK9 Boarding Terms and Conditions

In this document where staff or Fleurs are mentioned this is defined as a representative of FTK9 Kennels and Cattery.

By coming on site, making a booking, boarding your pets or registering with us, you agree to have read and will abide by the following terms and conditions for FTK9.

These terms and conditions will need accepting each time you make an online booking; they are available on our website and it is your responsibility to make sure you are aware of what is in them and are following them at all times.

Any special requirements, disabilities or health conditions requiring help should be reported to staff before your visit and we will do our best to accommodate you.

When a booking request is made by phone, email, in person, or through the Facebook messenger app, or any other means you do not have a booking until the deposit has been paid and a member of staff has verified this in person, verbally, through confirmation email, or through the Facebook messenger app.

1 Health and Wellbeing

1.1 It is your responsibility to ensure that any pet/s you bring onsite are not suffering from any infectious disease that can be transmitted to any other pet or person. If you bring any pet/s that are showing signs of illness or infectious diseases you will be asked to leave site and will be charged for any bookings or services. You should speak to a vet if you are unsure about your pet/s health or welfare.

1.2 It is the responsibility of the owner that the pet/s being boarded within our establishment are of a fit and healthy condition. It is the customer's responsibility to inform staff of any medical conditions your pet may have prior to their stay, any recurring problems or anything incurred whilst staying with us.

1.3 Any conditions, illness, disease, injury or other health issues must be diagnosed by a registered veterinarian and reported to us within 3 days from the leaving date of the pet/s from their stay. After 3 days from the collection date or if not diagnosed by a registered veterinarian, then all insurance claims will be refused.

1.4 Medication/s currently being administered to pet/s boarding with us must be fully disclosed upon drop off.

1.5 All medication must be handed over to staff in the original packaging which is clearly labelled so that it can be easily identified and administered correctly. It must not be premixed in with food. There must be enough medication to cover the entirety of the pet/s stay at FTK9.

1.6 An agreement must be signed allowing kennel staff to administer medications as and when advised.

1.7 We do not take pets that need to have injections or in cases of canine or feline diabetes where blood sugar levels must be monitored. Any pet that has to have medication which cannot be administered due to aggressive behaviour or for any other reason may not be able to stay at FTK9 for their own, or others safety.

1.8 Aggressive tendencies towards both humans and/or other animals must be disclosed to FTK9 staff before boarding can occur. FTK9 reserves the right to refuse boarding services to any pet we deem to be dangerous. Should your pet become aggressive when boarding with us, FTK9 reserves the right to refuse further boarding or terminate the pet/s stay at their own discretion, you will also be expected to pay the fees for the original agreed booking.

1.9 In the unfortunate event of a pet passing away this can happen in a couple of ways. The first being that the pet was already ill, this was known or already reported to the owner and the pet was under their veterinarian. The second being unexpected so the owner and veterinarian were not aware. FTK9 staff will make every effort to contact the owner or emergency contact as soon as possible. The pet will then need to be taken to their veterinarian at which point the owner can speak with the vets to decide what they would like to happen with their pet. Our insurance will cover the cost of the trip to the vets however it will not cover the storage or cremation of a pet.

2 Vaccinations and Prophylaxis

2.1 Prophylaxis meaning: treatment given or action taken to prevent disease

2.2 We require that your pet/s are registered with a registered veterinarian before their stay at FTK9, we will need the information for the practice so that if needed we can contact them. As well as this we require all owners to sign a veterinarian waiver giving permission to treat the pet/s.

2.3 Pets that are not vaccinated will not be allowed to board at FTK9, this is the responsibility of the owner to make sure that this is within the guidelines listed below. Presenting pets without vaccinations will result in refusal of entry to the kennels or cattery. You will also be expected to pay the full fees for the booking that was made there will be no refund due to short notice and failure to meet terms.

2.4 Before entry to the kennels all dogs must be vaccinated and we must see proof of this either by a vaccination card, pet passport, valid titre test (Blood test for antibodies) or email from the vets with proof of vaccination. All vaccination courses must have been completed at least 2 weeks (14 days) before the booking starts.

2.5 **Dogs must be vaccinated against:** Canine parvovirus, Canine distemper, Canine adenovirus/infectious hepatitis and Leptospirosis.

2.6 The Kennel cough vaccination is optional but recommended for very young or

old dogs. This is for the customer to discuss with their vet and needs to be administered at least 3 weeks before the booking for activation of the anti bodies and that it is a live vaccination.

2.7 Before entry to the cattery all cats must be vaccinated and we must see proof of this either by a vaccination card, passport, valid titre test (Blood test for antibodies) or email from the vets with proof of vaccination. All vaccination courses must have been completed at least 2 weeks (14 days) before the booking starts.

2.8 **Cats must be vaccinated against:** Feline parvovirus (also known as feline infectious enteritis), Feline panleukopenia and Feline respiratory viruses (Feline herpesvirus and Feline calicivirus).

2.9 We can call the pet/s registered veterinarian at the time of drop off, however if the vet is not contactable (Out of hours/Sundays/Bank Holidays/etc.), or if the veterinarian has no record of vaccinations or states that the pet/s is not vaccinated then FTK9 will not be able to accept the pet/s for any kind of boarding. The owner will also be expected to pay the full fees for the booking that was made, there will be no refund.

2.10 It is the owner's responsibility to ensure the pet/s are kept up to date with flea and worming prophylaxis. We will need to know a date for the last time this was completed. FTK9 cannot be held responsible for the failure of prophylaxis or the presence of fleas or worms because of this.

2.11 In the event of pets having active fleas FTK9 staff will contact the owner or the emergency contact to explain this and then work out a plan of action. This may involve contacting the veterinarian and re-treating the pet/s. This will be at the expense of the owner. We can administer parasite treatments but require consent from the owners or their vet and will incur a fee of £15.

3 Veterinary Care and Damage to Property

3.1 All pets that are boarding at FTK9 kennels or cattery are covered under our own insurance. Cover excludes any illness or problems that may arise due to pre-existing conditions, or injuries that occur due to pets sharing pens. Pets are only covered under FTK9 insurance if fully vaccinated.

3.2 Immediate veterinary care will be sought for any pet/s that may require treatment when boarding with us. We will endeavour to transport pet/s to their own registered veterinary professional, if this is not possible, FTK9 will make an educated decision on the most suitable vet for treatment. FTK9 will make every effort to contact the owner or emergency contact of the pet/s if veterinary attention is needed but may need to seek medical attention first if the delay in contacting named contacts will impact the health and welfare of the pet.

3.3 FTK9 kennels and Cattery will not be held responsible for any conditions, illness, disease, injury or other to your pet/s

3.4 Any conditions, illness, disease, injury or other must be diagnosed by a registered veterinarian and reported to us within 3 days from the leaving date of the pet/s from their stay. After 3 days from the collection date or if not diagnosed by a registered veterinarian, then all insurance claims will be refused.

3.5 FTK9 kennels and cattery will not be held responsible for any loss or damage to any pet/s belongings including but not limited to toys, beddings and leads during their stay with us. All belongings are left with their pets at the owners own risk, some dogs can find being away from owners daunting and this can cause dogs to do things they normally would not, this can include digging and chewing.

3.6 FTK9 will ensure they do everything possible to give pets comfort and reduce any stress through items with familiar smells, interaction, enrichment and monitoring, though we reserve the right to remove any belongings brought in with them such as a bed or item if we feel it may cause danger to your dog, such as if they begin chewing their bed brought in with them that the contents may pose a risk.

4 Dual Occupancy

4.1 Any owner wishing for their pets to share a pen do so at their own risk. A disclosure agreement must be signed before the pets are accepted before taken infor boarding with us, outlining that the owner understands the risks involved. This form is non-negotiable as it is required by the Council as part of the licensing regulations.

4.2 If a booking is made for a shared pen and when the pets are presented the owner decides that the pets will need to be in separate pens; if there are not enough spare pens then the booking may not be able to take place. The owner will also be expected to pay the full fees for the original booking that was made, there will be no refund. The cost will increase for any further pens that are needed and are charged perpen at the current rate.

4.3 FTK9 Kennels and Cattery will not be held responsible for any accident or injury that takes place as a direct result of pets sharing a pen. The Veterinary insurance cover does not include accident or injury caused by dual occupancy (shared pens) within our establishment. Any veterinary attention required will be directly charged to the owner.

4.4 If pets become aggressive towards each other, the welfare of the pets is suffering or for any other reasonable reason FTK9 reserves the right to separate or remove pets from dual occupancy (shared pens) at their own discretion. All extra pens will be charged at the current rate which will be on top of the original booking cost.

4.5 It is the owners responsibility to spay/neuter or be mindful of heat cycles, should a mixed sex sharing booking come into heat FTK9 will need to separate them to

prevent incidental mating/litters. As above an additional pen will need to be paid for on top of the original booking cost.

5 Billing and Charges

- 5.1 FTK9 Kennels and Cattery reserve the right to increase the cost of our services at any time. Customers will be made aware of the current rate of service when making a booking with us. FTK9 reserves the right to increase prices during peak holiday periods such as Christmas and New year, such changes will be made aware to those wanting to book for these times.
- 5.2 The prices at FTK9 are subject to an increase every year and these take effect on February the 1st. All bookings made or services supplied or booked after this time are charged at the increased price.
- 5.3 All overnight boarding fees are charged per day from the day of arrival (if this is the same as the original date booked), regardless of time (If you arrive at 6:00pm the pen has still been empty waiting for your pet/s all day). If you arrive a day or days after your original confirmed booking start date you will still be charged for the day/s that your pet/s were booked in for.
- 5.4 On the day of departure if you collect between 9:30am and 10:30am then you do not pay for that day. If you collect after 10:30am then you are charged for that full day. You must state at the time of booking if you are collecting before 10:30am on the date of departure so that you can be invoiced correctly. If you state before and then collect after you will be charged an extra day on arrival.

6 Prices

6.1 Prices are correct as of February 1st 2022 (Prices may increase every year)

Dogs Prices Per night

No. of dogs	Overnight boarding
Single Dog	£28
Per each additional dog sharing a kennel	£12
Same household dog but additional kennel	£28 per additional kennel

Cats Prices Per night

No. of cats sharing	Price
1 Cat	£16
Per each additional cat(s) sharing	£6.50
Same household cat but additional pen	£16 per additional pen

PEAK PRICING (Christmas 24 th – 26 th Dec and New year 31 st – 1 st Jan)			
No. of dogs	Dog boarding price	No. of cats	Price
Single Dog	£55	1 Cat	£30
Per each additional dog sharing a kennel	£14	Per each additional cat(s) sharing	£7.50
Same household dog but additional kennel	£55 per additional kennel	Same household cat but additional pen	£30 per additional pen

7 Deposits

7.1 You will be required to pay a 40 % deposit at the time of the booking and the total amount of the boarding fees for all bookings must be paid no later than 14 days from the date that your pets will be dropped off. If you make a booking within 14 days of the date of drop off you will be expected to pay the total amount of the booking before that booking is confirmed.

7.2 The deposit can be paid directly via booking, cash, card or BACS or can be paid over the phone using card. FTK9 Kennels and Cattery do not accept American Express.

8 Cancellations

8.1 If you require a booking to be cancelled, you must notify the business by phone, email or in person. You must also obtain confirmation through one of these channels that your cancellation has been received, if you do not hear anything within 24 hours, please try a different channel until a staff member has responded.

8.2 If you wish to cancel a booking that is 60 days or more away, then there will be a standard 14 day cooling off period, in this 14 day period you can ask for a full

refund including any deposit paid. Or you can carry the total amount of the deposit over to a future booking.

8.3 If you wish to cancel a booking that is 59 to 30 days away, then you will have 48 hours from the confirmation of your booking in which to cancel, you will lose half of the total amount of your deposit or if half of the deposit is less than £10 you will be charged £10 as a processing fee (this is to cover the cost of our staff processing the initial booking and processing the cancellation). Or you can carry the remaining deposit over to a future booking.

8.4 If you wish to cancel a booking that is 29 to 15 days away, then you will have 24 hours from the confirmation of your booking in which to cancel and you will lose the total amount of your deposit (this is to cover the cost of loss of earnings and processing fees).

8.5 If you wish to cancel a booking that is 14 days or less away, you will have 24 hours to cancel from the confirmation of your booking and you will be charged the total cost of the original booking (this is to cover loss of earnings and processing fees).

9 Changes

9.1 Changes to bookings can be made but are not guaranteed due to the limited number of pens, at busy times there may not be space for us to change the dates. If this is the case you can either keep the dates of your original booking or follow the cancellation policy. After a change is made and confirmed then this is now classed as the 'original booking'.

9.2 If you wish to make changes to a booking that is 60 or more days away, you have the standard cooling off period of 14 days in which you can change the booking. The 14 day cooling off period will end 14 days from the original date that the booking was confirmed). After the initial change all changes after that will be charged a £10 processing fee.

9.3 If you wish to make changes to a booking that is 59 days or less away, then a charge of £10 will be made each time the booking is changed.

9.4 If you wish to collect your pet/s before the date that the original booking ends this is ok. However, you will still be charged the total amount of the original booking that was confirmed.

10 Opening hours, Drop off and Collection

10.1 When driving around site please keep your speed below 5 mph, do not drive onto the grass, be patient, courteous and sensible, the driveway is not large enough for 2 way traffic so either someone will have to wait or reverse to get out of the way, if you are behind someone who is trying to get out of the way please allow them to do so.

10.2 Drop off for overnight boarding is from 11:00am to 5:00pm, if you wish your pet/s to be dropped off earlier than this then you must bring them in the day before,

feel free to contact us we will try to accommodate but early spaces cannot be guaranteed. For customers who attempt to drop their pet/s off before 11:00am we may be able to accept them but there will be a charge of £15 on top of the total cost of the original booking. Likewise if customers attempt to drop their pet/s off after 5:00pm there will be a £15 charge added on to the total cost of the original booking as these are outside of shift hours and will incur us overtime fees for staffing.

10.3 There is no guarantee that FTK9 kennels and Cattery will be able to accommodate pet/s that have been dropped off early without prior agreement. FTK9 reserves the right to refuse entry to those attempting to enter the establishment before or after opening hours.

10.4 Drop off and collection must be made by the owner, or someone with the owners permission to drop the pet/s off and must be an adult (over the age of 18) or accompanied by an adult. We reserve the right to check ID to prove this and to refuse pet/s if the person dropping off does not meet these criteria.

10.5 When dropping off or collecting your pet/s you must park in the visitor parking bays (outside the grass area, a pebbled bay can be seen), please park sensibly as FTK9 takes no responsibility for any accidents, losses or damage of vehicles or property left in those vehicles whilst on site.

10.6 You must remain in your car with your pet/s, under no circumstances should pet/s be taken out of the car unless a member of staff has told you to do so. This is for safety reasons, there are no exceptions to this rule. If you break this rule FTK9 may refuse entry of your pet/s without refund and ask you to leave site. If a staff member has not acknowledged that you are waiting please approach reception (pet/s left in the car) and press the bell that is outside reception. Please then wait patiently for a staff member as we may be popping in breakfast or with a dog. We apologise in advance for any inconvenience this may cause but do have nervous dogs attend and sometimes reactive dogs so this is for all the pets safety and comfort.

10.7 At busy times there may be a queue, we will do our best to deal with you as quickly as possible but please understand that sometimes animals can be unpredictable and please be assured that staff are working as quickly as possible to deal with everyone. Our safety procedures are in place to protect pets and humans so keep this in mind, just because your pet/s are ok with other dogs or people that does not mean that everyone else's are. Any activity that puts people or animals in danger will not be tolerated and you may be asked to leave site without being able to use our services.

10.8 Always keep children (anyone under 16 years old) under control, they should be accompanied by an adult at all times (someone over 18 years old) whilst on site as there are regularly animals being brought in and out not under our control (i.e owners).

10.9 The only place that visitors should be onsite is either waiting outside reception, or in reception picking up or dropping off pet/s. No one should be going anywhere else onsite unless accompanied by a staff member. Anyone going around site without a staff member will be asked to leave and will be expected to pay for any

bookings or services that will then be unfulfilled. This may seem strict but due to training including the training of protection police dogs, if you were to enter during a training session or exercising of a protection dog this puts safety at risk.

10.10 Please endeavour to leave the establishment as soon as the drop off or pick up procedure has been completed in order to reduce the amount of traffic present in the car park at any time. Please do not drive on any grass.

10.11 FTK9 Kennels and Cattery will take no responsibility for any damage to or loss of vehicles or their contents on site at any time. Visitors are responsible for the safety of their own vehicles, their passengers and belongings whilst visiting the premises please ensure you lock your vehicles.

10.12 FTK9 reserves the right to amend opening hours during national holidays such as Christmas and New year. This is subject to change and owners will be notified of changes to opening times when staying with us during these periods.

10.13 All pet/s boarding within our establishment will be taken from the owners at reception by a member of staff, no owners are permitted to enter the kennels or cattery to take their pets to their accommodation or collect them due to health and safety reasons. The only exception to this is if requested by a staff member to accompany them for example if a pet has become aggressive and the owner is needed to help.

10.14 Permitted items for dogs

Dogs should come in with at least a collar and lead, you may bring your own food, any medication that is required (see section 2.4, 2.5 and 2.6), treats (we do not accept rawhide), if your pet has a specific bowl or slow feeder you can bring these but we do have kongs, metal bowls and slow feeders please let us know if you have a specific requirement.

You may also bring suitable toys, a bed and a reasonable amount of blankets (we do supply bedding but some owners like to have their scent for comfort). We do not accept anything electrical that will need plugging in such as water fountains; plug in calming devices or any calming sprays (this is for the safety of the other pets in our care). If you are unsure please speak to a member of staff.

10.15 Permitted items for cats

Cats should come in a carry case that is secure, you may bring your own food if preferred any medication that is required (see section 2.4, 2.5 and 2.6), treats, if your pet has a specific bowl or slow feeder you can bring these but we also stock them let us know if you have any special request. You may also bring suitable toys, a bed or cushion and a reasonable amount of blankets (we do stock beds though some owners prefer their pet to have a familiar scent). We do not accept anything electrical that will need plugging in such as water fountains, plug in calming devices or any calming sprays (this is for the safety of the other pets in our care). If you are unsure please speak to a member of staff.

11 Additional Fees

- 11.1 We endeavour to maintain the cleanliness of pets that are within our care. Sometimes pets will do something that will mean that they need cleaning. Baths are available if requested by the owner on drop off. We can get this done before the pet/s go home.
- 11.2 In the event that FTK9 needs to provide extra care in the form of bathing an animal, this will be charged to the owner upon collection of their pet. Bathing without prior consent will only be considered in exceptional circumstances if we feel as though the condition of the pet is impacting its welfare.
- 11.3 We have an independent groomer who runs their own salon in house who can do all aspects of grooming including claw trimming, we can arrange for the groomer to contact you if requested. Or the Groomer can be contacted directly by the owner and usually the grooming can be done during the stay of the pet/s before they are collected. Payment of the Groom is invoiced separately as they are completely independent to the kennels or cattery.
- 11.4 Sometimes customers are unable to collect or drop off their pet/s, if this is the case we can collect or drop off pets. This is charged at an additional cost and is subject to availability only.

12 Conduct

- 12.1 We operate a zero tolerance policy towards abusive behaviour of any kind at FTK9. This can be over the phone, virtually or in person towards any member of staff. Verbal or physical abuse will result in you being asked to leave site and expected to pay for any bookings or services that will not be fulfilled. Anything that requires police intervention will be followed up and FTK9 reserves the right to refuse access of services to customers that are abusive.
- 12.2 FTK9 Kennels and Cattery is a NO SMOKING site and smoking paraphernalia should not be used whilst onsite including vaping equipment. In case of people losing or dropping items that could be picked up by a pet and this may be dangerous to owners or pets.
- 12.3 Drugs or alcohol may not be consumed onsite. Anyone found to be doing so or under the influence of drugs or alcohol will be asked to leave.
- 12.4 Whilst onsite you should not be under the influence of any prescription medication which states you are unsuitable to drive or do activities.

13 CCTV

- 13.1 FTK9 Kennels and Cattery operates CCTV at our facility for the purpose of maintaining Health and safety, the security of property and premises and for preventing and investigating crime. We may use the footage ourselves or if asked by an appropriate authority we may hand the footage over to them.
- 13.2 By using our services and entering our site you are accepting these terms and conditions and you are agreeing to be filmed on CCTV.

14 Complaints

- 14.1 Please understand that at busy times it is not always appropriate to discuss all aspects of pets care or topics that involve data protection. In these instances you can either wait in your vehicle with your pet/s until the busy period has passed and then speak to us, contact us by phone, email, in writing or arrange to pop in to talk to a member of staff or manager.
- 14.2 Once a complaint has been made and received you will be notified of receipt of this. The complaint will then be investigated by an appropriate person and we will respond to you within 14 days of receipt of the complaint. If it is not possible to resolve the complaint within 14 days we will keep you updated with the progress.
- 14.3 Once concluded there will be written confirmation of this, any resolutions will be made such as transactions, services or extra paperwork. In some cases the complaint may need to be taken further or discussed with outside agencies, this will be discussed with the person making the complaint before this happens.

15 Copyright

FTK9 Kennels and Cattery, FTK9 Secure Field Hire and FTK9 Pet Grooming Branding

- 15.1 Our Logo and all branding that appears on our website, facebook page, or any other digital media or advertising is the property FTK9. You may not use or distribute anything that contains our logo or branding unless you have permission from us to do so.
- 15.2 All images and videos that appear are also our property or we have already gained permission to use them. You must ask permission if you would like to use any of these.