



“The ultimate dog boarding experience”

TERMS AND CONDITIONS

Fees

Ben Lomond Suite - £30 per day for the first dog and £20 per day for each additional dog from the same family (maximum 4 dogs per suite)

Campsie Suite - £30 per day for the first dog and £20 per day for each additional dog from the same family (maximum 4 dogs per suite)

Our fees are charged per day therefore you will be charged for the full day of arrival and departure. This enables you to have the complete flexibility of being able to drop your dog/s off as early as you wish on the day of arrival and collect them as late as you wish on the day of departure. Our fees include at least four daily walks. Eventually we will have our own large fenced off play area where dogs from the same suite will have their own time together to play off the lead in addition to the walks. All fees include VAT.

***NB:** Double rates will be charged on Christmas Day, Boxing Day and New Years Day*

Deposits

A 50% non-refundable deposit is required within 7 days of your reservation being made along with your returned booking form to guarantee your place. The balance of fees are payable on arrival by cash or cheque (we don't accept credit cards). If no deposit is received within 7 days, your reservation will be made available to any new clients or those on our waiting list.

Food & Treats

Clyde Valley Pet Retreat feed Burns Pet Nutrition food during your dogs stay. If however your dog/s have a specific dietary requirement please feel free to supply that and we will follow your own feeding guidelines during their stay.

Collection and Delivery

We offer a collection and delivery service at a cost of £1.00 per mile. Collections and deliveries will only be made between the hours of 08.00 and 18.00.

***NB:** We reserve the right to arrange for the re-homing of any dogs that have not been collected within 14 days of the stated departure date. This will only be as a last resort having made every effort to locate and contact the owners.*

Insurance

Our fees include full insurance covering anything arising whilst in our care. Pre-existing illnesses and conditions will not be covered by our insurance. If you prefer that your dog is seen by his own veterinary practice, we can arrange for this, at your own expense.

Vaccinations

Owners must have their dogs vaccinated against:-

Distemper, Hepatitis, Leptospirosis, Canine Parvovirus, Para Influenza and Kennel Cough

Dogs will only be admitted and insured if they have had the above injections.

Vaccination certificates must be produced when checking your dog in, or we cannot accept your dog.

Right to refuse admittance

Clyde Valley Pet Retreat reserve the right to refuse to accept any dog which we consider is either dangerous to our staff is clearly unwell or does not have current vaccinations.

Angela McCreadie

Proprietor

Clyde Valley Pet Retreat

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