



Terms & Conditions

1. Booking

- 1.0 All dogs boarding at Love Ur Dog are at the owners risk.
- 1.1 Bookings are not confirmed until deposits are paid
- 1.2 All dogs are required to be fully vaccinated, failure to bring proof of current vaccination will result in refusal of admission.
- 1.3 Deposits will not be refunded if failure to supply proof of current vaccination
- 1.4 Deposits will not be refunded if failure to arrive for boarding
- 1.5 Refunds will not be given for late check ins
- 1.6 Love Ur Dog reserve the right to refuse admission to any dogs with aggression problems and subject to terms of the dangerous dogs act 1991.
- 1.7 Any dogs considered to be aggressive will be requested to leave with no refund given for any boarding time paid.

2. Cancellations

- 2.0 Any deposits paid are not refundable
- 2.1 Any bookings where partial or full payment has been made that are cancelled within 48hrs will be non-refundable
- 2.2 No refunds will be given for early departure

3. Opening Hours

3.1 The hotel is staffed 24hrs a day however the hotel is open to the public from 06.30hrs to 20.00hrs, customers wishing to enter outside these times can do so by making a prior appointment, without prior appointment the staff within the hotel have the right to refuse admission.

4. Arrival

- 4.0 Check in times are after 2pm on the day of boarding – early check in is available at additional cost
- 4.1 Love Ur Dog can not be held responsible for any damage incurred to vehicles whilst parked within our car park

4.2 CCTV is operational throughout the grounds and within the property at all times, customers visiting should be aware that their images will be recorded and kept stored within our servers for security purposes.

4.3 All dogs are requested to be kept on a lead at all times and kept under control when in public areas.

4.4 All dogs waiting for boarding are requested to be placed within one of the holding pens located in the reception area.

4.5 Full payment is to be made prior to admission – payment can be made by credit card / debit card / bank transfer / cash

5. Pre-Boarding Assessment

5.0 All dogs before boarding will receive a pre-boarding assessment, this will include but not limited to: photographs taken and held on record, recording of dogs weight, recording of dogs chip, inspection of coat for fleas and ticks, inspection of dogs teeth and gums.

5.1 Any dogs found to have fleas or ticks will be refused admission – dogs owners will be contacted and requested to collect their dog, or to accept treatment by ourselves at an additional cost – no refund will be given to any dogs collected due to refusal of treatment.

5.2 We reserve the right to refuse admission to any dogs which in our opinion is showing signs of ill health – no deposits will be refunded to any dogs refused admission.

6. Staff Areas

6.0 No customers are allowed in restricted areas without staff supervision at all times.

6.1 Customers entering restricted areas are asked not to pet any other dogs but their own, failure to conform to this may result in injury which Love Ur Dog will not be responsible for.

7. Boarding

7.0 Boarding is charged from 14.00hrs to 11.00hrs the following day, any boarding before or after these times will result in additional charges.

8. Extra Services

8.1 These include but not limited to grooming, supplying of food, supplying of medication, vets fees, travel fees, all extra services will be priced individually and added to the final invoice which is to be paid in full before the release of the dog.

9. Belongings

9.0 Love Ur Dog will not be liable for damage or loss of any articles such as bedding or toys which is left with the dog.

10. Damages

10.0 Any damage to furniture, bedding, decorations by dogs will be photographed and additional charges will apply to owner.

11. Illness While Boarding

11.0 Love Ur Dog will not accept responsibility for the death, injury or illness of your dog. You are strongly advised to insure you pet for all eventualities.

11.1 Any dog becoming ill at the time of boarding will be transferred to a vet, if the dogs vet is located within 5 miles and the said vet is available all attempts will be made to take the dog to their usual vet, however in all other cases the dog will be taken to one of our approved vets for medical treatment – all costs incurred will be liable by the dogs owner.

11.2 Any dog which passes away while boarding will be transferred to the nearest vet with morgue facilities, all costs incurred will be the responsibility of the owner.

12. Failure To Collect

12.0 We reserve the right to re-home any dogs not collected after 14 days of the booked departure date if we have not had any contact from the owner or nominated contact.

12.1 We reserve the right to charge credit card details held on file for any fees incurred for any additional boarding nights and food supplied due to failure to collect the dog.

13. Departure

13.0 Check out is before 11am – dogs collected after 11am will be charged for the additional time as per our price list for late departure.

14. Payment Terms

14.0 Bookings are not confirmed until deposits are paid

14.1 Full payment is to be made prior to admission – payment can be made by credit card / debit card / bank transfer / cash

14.2 Full payment is to be made for any additional services occurred or damages caused before release of the dog at the time of check out.

14.3 Any Credit that is applied to your account is non - refundable there is no expiry date and will stay on your account for any future use and can be used against any service such as the boarding , daycare , grooming & the hotel shop