



THE GRANGE KENNELS LTD.

Boarding Kennels & Cattery



The Grange Farm, Woore Road, Buerton Nr Crewe Cheshire CW3 0DG (01270 811 264)

1. **These terms**

1.1 **What these terms cover.** These are the terms and conditions on which your booking is made with us.

1.2 **Why you should read them.** Please read these terms carefully before you make your booking. These terms tell you who we are, how we will provide services to you, how you and we may change the booking, what to do if there is a problem and other important information.

2. **Information about us and how to contact us**

2.1 **Who we are.** We are The Grange Kennels Limited a company registered in England and Wales. Our company registration number is **06410538** and our registered office is at Grange Farm, Woore Road, Buerton, Crewe, Cheshire, CW3 0DG. Our registered VAT number is 279786185.

2.2 **How to contact us.** You can contact us by telephoning us at 01270 811264 or by writing to us at The Grange Farm, Woore Road, Buerton, Crewe, Cheshire, CW3 0DG or by email at thegrangekennels@gmail.com.

2.3 **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us.

2.4 **"Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.

3. **Our contract with you**

3.1 **How we will accept your booking.** Our acceptance of your booking will take place when we tell you that we are able to accept your booking, at which point a contract will come into existence between you and us. Prior to us accepting your booking, we reserve the right to request a £25 per Pet deposit to secure the booking. If we request a deposit and you fail to arrive on the start date of the booking in question, we will be entitled to retain any deposit paid by you.

3.2 **If we cannot accept your booking.** If we are unable to accept your booking, we will inform you of this and will not charge you. This might be because of unexpected limits on our resources which we could not reasonably plan for or because we have identified an error in the price or description of the services.

3.3 **Information you must disclose at the time of your booking.** When you make a booking with us you must disclose whether your pet(s) are on any medications, are suffering from any illnesses (whether long-term or short-term), are aggressive or have any other behavioural problems we should be aware of.

3.4 **When we will not accept your booking.** We reserve the right not to accept your booking unless you provide us with evidence reasonably acceptable to us that:

(a) your dog(s) has/have been vaccinated against canine distemper and Parvo Virus and has/have had the Kennel Cough Vaccine within the last 12 months; and/or

(b) your cat(s) has/have been vaccinated against Feline Enteritis and Cat Flu within the last 12 months; and/or

(c) your pet(s) is/are fully up to date with their worming and flea treatment

4. **Your rights to make changes to the booking**

If you wish to make a change to the booking please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the services, their timing or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

5. **Our rights to change the booking**

We are not responsible for delays outside our control. If we cannot honour the booking because of an event outside our control then we will contact you as soon as possible to let you know. Provided we do this we will not be liable for delays caused by the event but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any services you have paid for but not received.

Where you have paid us a deposit, we will refund to you the deposit in circumstances where we cannot honour the booking.

6. **Your rights to cancel the booking**

You can always cancel the booking before the date you are due to drop off your pet(s) to us, but if you cancel the booking with less than 14 days notice, we reserve the right to charge a percentage of the charges for the booking and/or retain any deposit paid by you to secure the booking.

7. **How to speak to us about any problems**

How to tell us about problems. If you have any questions or complaints about the booking, please contact us. You can contact us by telephoning us at 01270 811264 or by writing to us at Grange Farm, Woore Road, Buerton, Crewe, Cheshire, CW3 0DG or by email at thegrangekennels@gmail.com.

8. **Price and payment**

8.1 **Where to find the price for the services.** The price of the booking (which includes VAT) will be calculated in accordance with the prices set out in our price list in force at the date of your booking unless we have agreed another price in writing. The price will include the day you drop off your animal and the day you collect your animal.

8.2 **We will pass on changes in the rate of VAT.** If the rate of VAT changes between you making your booking and the date the booking is due to start, we will adjust the rate of VAT that you pay, unless you have already paid for the services in full before the change in the rate of VAT takes effect.

8.3 **Additional fees.** If your pet requires medication between 6pm and 7.30am, an additional fee will be charged. We will notify you of the additional fee at the time you make your booking or on the date you drop off your pet.

- 8.4 **When you must pay and how you must pay.** You must pay for your booking either on the day your drop off your pet(s) or on the day you collect your pet(s). Payments can be made by cash or card, however debit card is preferred. We do **not** accept cheques. Failure to pay on the day of collection may result in us not allowing the pet(s) to leave.
9. **Our Responsibility to you for any loss or damage**
- 9.1 If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the booking process.
- 9.2 **We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the services including the right to receive services which are as described and supplied with reasonable skill and care.
- 9.3 Where you have failed to disclose any information required pursuant to clause 3.3 or any other information we reasonably request from you, and you suffer any losses arising from this failure, we shall not be liable for such losses subject always to the provisions of clause 9.2.
- 9.4 **We are not liable for business losses.** We only supply boarding services for domestic and private use. If you use our services for any commercial or business purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
10. **Our rights to separate Pets and obtain veterinary treatment**
- 10.1 Where you board one or more Pets with us and indicate they are able to share the same enclosure, we reserve the right to separate the Pets should we consider it reasonably necessary in order to protect the Pets wellbeing and our staff.
- 10.2 Where your Pet requires veterinary treatment, we will always follow the advice given to us by our chosen veterinary practice when it comes to what course of action would be in the best interests of the Pet in question. In extremely rare circumstances, such advice may be that it would be in the Pet's best interests for the Pet to have an operation or be euthanized. Whereas we will take every reasonable step we can to contact you before authorising the vet to proceed, we reserve the right to give authority to the vet to undertake whatever treatment they advise as being in the best interests of the Pet whether or not we have been able to contact you.
11. **Pet Collection**
- 11.1 Where we have agreed to collect your pet and return your pet ourselves, please note that this service will be at an additional cost which shall be calculated in accordance with our price list in force from time to time.
- 11.2 Please note that where we have agreed to provide the service set out in clause 11.1, the provisions of clause 9 above shall also apply to this service.
12. **How we may use your personal information**
- 12.1 **We will only use your personal information as set out in our Privacy Policy.** A copy of our Privacy Policy can be found on our website at www.thegrangekennels.co.uk.
13. **Other important terms**
- 13.1 **Insurance.** All pet(s) are insured for Veterinary attention, only if the illness or injury is first noticed whilst in our care, up to the sum of £1500.00. Any further expenses will be charged to you as the owner. It is emphasised that whilst we would seek medical advice should your pet(s) have any ongoing problems and need it, any charges will not be covered by the insurance and the fees will be payable by you the owner.
- 13.2 **Any items you leave with us.** Any items you leave with us, including (but not limited to) your own bedding/toys/food containers/leads etc. are left entirely at your own risk. We reserve the right to dispose of any items you fail to collect within 14 days.
- 13.3 **Facebook page.** Please note that sometimes we do take photographs of the pets in our care and from time to time we may upload pictures onto Facebook. If you would prefer us not to do this, please tell us at the time of making your booking.
- 13.4 **What happens if you do not collect your pet(s).** If you fail to collect any pet(s) within 14 days of the due date of departure, we reserve the right to arrange for the pet(s) to be suitably rehomed, unless you have previously advised us of the delay in collecting your pet(s).
- 13.5 **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation. We will contact you to let you know if we plan to do this. If you are unhappy with the transfer you may contact us to end the contract within two weeks of us telling you about it and we will refund you any payments you have made in advance for services not provided.
- 13.6 **Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms.
- 13.7 **If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 13.8 **Which laws apply to this contract and where you may bring legal proceedings.** These terms and conditions, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or their subject matter or formation, shall be governed by, and construed in accordance with the law of England and Wales Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this agreement or its subject matter or formation.