

Home Boarding Terms and Conditions

Terms and Conditions The Terms and Conditions set out an agreement between 'you' the owner, King of Hounds and the chosen carer 'the carer'.

1. Submission of a registration form will confirm the owner/s acceptance of the Terms and Conditions and their desire to progress with a Booking.
2. Bookings are not confirmed until the deposit has been paid, which is due at the time of submitting the registration Form. You agree to make all future bookings through King of Hounds and agree not to contact carers directly to confirm availability or arrange boarding.
3. The remaining balance will be taken 7 working (Monday to Friday) days prior to your dogs board from the details of the card used to pay the deposit. Should the card be declined for whatever reason you will supply details of another card in order to take the balance. If we are unable to collect a balance the board will be cancelled.
4. Cancellations must be notified to King of Hounds in writing within 24 hours of the 'sniffing out meeting' or within 14 days of booking, whichever is first. Should you cancel for any other reason after 14 days of booking or after the 24 hour period following the 'sniffing out meeting' your deposit will be retained and a £30.00 administration fee will incur. 14 days after the booking has been made our standard cancellation policy will come into effect in line with the Consumer Cancellation Regulations Act 2013. .
5. You agree to provide full and detailed information in the Registration form about your dog/s. During your continued use of King of Hounds services you agree to keep us informed of any changes to your dog/s Booking Form.
6. All dogs must be up to date with their vaccinations, worming, tick and flea treatments. You must provide a copy of the vaccination card before the booking. You further agree to deliver you dog in a clean condition.
7. Your agreement with the carer and King of Hounds is upon a mutually satisfactory 'sniffing out meeting' taking place at the carer's home prior to the board.
8. Collection and drop off times are between 9.00am -5.00pm, if out of these hours and agreed by the carer an additional charge of £10.00 will be apply.
9. In the event of any emergency if the carer is unable to proceed with the board we will endeavour to transfer the board to another carer. We reserve the right at our discretion to cancel the booking and refund your deposit without any liability to King of Hounds.

10. We are unable to accept dogs with aggression problems towards other dogs or people and subject to the terms of the Dangerous Dogs Act 1991.
11. We are happy to accept bookings for unsplayed bitches, however if you believe your dog is due into season during her board you must inform us. If the chosen carer is not happy to accept your bitch in season we will endeavour to transfer the board. If we are unable to do so we will cancel as per the terms in section 8.
12. We are happy to accept entire males, providing they are not aggressive towards other dogs.
13. You agree to supply enough food for the duration of your dog's board plus water and food bowls, bedding, lead and any toys which will help your dog to settle. If insufficient food is supplied at the start of the board you agree to refund the carer costs incurred purchasing more food.
14. If your dog causes damage to the carer's home, other than reasonable tear and wear, you agree to reimburse any reasonable cost incurred by the carer in this event.
15. If you collect your dog before the confirmed end date of the board you will not receive a refund.
16. If your dog is aggressive or bites during its board it will be moved to a kennel and a transfer fee of £20.00 will be payable by yourself upon your return. There will be no refund of the boarding fees you have paid to King of Hounds and any additional fees charged by the kennels will be payable by you.
17. King of Hounds and / or the carer will use all care to ensure the happiness, safety and welfare of your dog/s. If however your dog becomes unwell or has an accident during his board we will take him to a Veterinary Surgery. You agree to be responsible for payment of veterinary fees incurred upon your return. We do recommend that your dog is insured against sickness, accident, injury and third party liability prior to the start of the board. The Registration form gives the carer authorisation to take your dog/s to the Vet's if necessary, whilst also confirming you will either reimburse the carer or King of Hounds any fees or pay the Veterinary Surgery directly, which-ever applies.
18. It is King of Hounds policy to exercise all dogs on a lead, through experience we have found this to be in the best interests of the dog. However, if you would prefer your dog exercised off lead you will be required to agree on the registration form to be allowed off lead and you accept responsibility for third party liability and agree that your dog/s is insured (including third party liability cover). In the event of your dog not being insured at the start of the board we reserve the right to exercise your dog on a lead.
19. Although we make every effort to ensure your dog/s is cared for to our usual high standards we cannot be liable for loss, injury or death.