Terms and Conditions

This form must be completed and signed by all clients using Mutts Manor services. It should be read in conjunction with the Home Boarding Agreement form. By returning the completed forms to us, you agree to be bound by the Terms.

1. One Person should leave and collect the dog. If you need to nominate another person to do either we ask that you inform us of the name and phone number of that person. ID in the form of a passport or driver’s license will be accepted.

2. Owners should please make sure that their dog arrives in a clean condition with clean bedding, food, bowl and lead

3. All dogs must be fully vaccinated, flea and tick treatment certificates and proof of worming. Vaccinations to include parvovirus, leptospirosis, hepatitis, distemper and kennel cough. We recommend routine tapeworm de-worming with a veterinary licensed product every three months. Owners must bring proof of vaccinations when dropping dogs off.

All dogs must be fully vaccinated at least 4 weeks before staying with us. We take no responsibility for your dog contracting any viral diseases while staying with us.

4. Please advise us if your dog is to be walked on-lead only.

5. We do not accept any dog that has not been neutered. Preferably all bitches spayed. Due to the nature of home boarding and the lack of confinement and although every effort would be made to prevent pregnancy, we can accept no responsibility should your dog become pregnant. It is your responsibility to have your dog neutered or spayed.

6. We will find a new home for any dog if not collected 30 days from due departure date if we cannot contact you. You agree to this and to pay for all associated costs.

7. Owners are responsible for and agree to pay fully for any damage caused by their dog to the property or furnishings contained within the premises of Mutts Manor during their dogs stay.

8. Please note that your dog will be staying with dogs from other households. Your dog must be sociable and non-aggressive with other dogs and be fully house trained. We do not accept dogs that bark constantly as a respect for our Neighbours. All owners must agree to their dog mixing with other dogs whilst staying at Mutts Manor

9. All dogs must undergo a meet and greet trial before boarding with us. All visiting dogs must be completely social and non-aggressive around all other dogs and all people under all circumstances. A dog that shows any dominance or fear aggression can't be accepted

10. We reserve the right to act in the best interests of the dog at all times this includes seeking veterinary advice if he/she becomes ill. We will contact you immediately should your dog become ill. If you cannot be contacted within a reasonable time or have chosen not to be contacted we reserve the right to seek appropriate and swift veterinary attention and proceed with treatment regardless of costs, which you agree to cover. We will do everything needed for the dog as regards treatment, comfort and recovery. If euthanasia is absolutely necessary (determined by the vet) for whatever reason excluding behavioral (aggression etc.) we will accept and act upon that vet advice.

11. While every possible care and attention is given we cannot be held responsible for any injury, illness, death, loss or damage. Any vet fees incurred during the dogs stay will be covered by you the owner. In the unlikely event of your pet dying whilst in the care of Mutts Manor, it is our policy to store your pets remains in cold storage at a local veterinary centre until your return.  Mutts Manor will not inform you of the death of your pet whilst you are away, however, if you would like to be informed of your pets death or would like different arrangements made in this unlikely event, please inform Mutts Manor in writing prior to bringing your pet for boarding.  This cost will be incurred by the Owner.

12. Your dog should be wearing a collar with an ‘ID’ tag. We will provide our own tag while your dog is in our care

13. Booking a 25% non-refundable deposit is required, with the remaining payment due one week before arrival

14. Cancellation – Confirmed bookings cancelled 2 weeks before boarding will be subject to a 25% cancellation charge. Within 1 week of boarding a 50% charge will apply. Less than a week before boarding will be subject to a 100% cancellation charge.

15. £35.00 per night based on 24 hour period 9am-9am

Day rate is standard £20.00 per day 9am-5pm

All bank holidays are charged at double rate. There are no pick up or drop offs on bank holidays.

If you collect your dog before the confirmed end date of the board you will not receive a refund.

16. Photos taken of your dog/s during the board will be the property of Mutts Manor and may be shared on our website and social media sites. Should you not wish for your dog’s photos to be shared please let us know. Please note no details of your dog’s exact holiday location will be given out, the security of dogs is paramount.

I agree to the above boarding terms and conditions

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(Sign before leaving your dog(s))

My dog was in good health with no injuries when collected / delivered home

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(Sign on collection/delivery of your dog(s) home