



Terms & Conditions

All pets boarded must be fully vaccinated including kennel cough and a current certificate of vaccination must accompany each pet. Failure to provide a valid vaccination card for each pet will prevent them from boarding. In this instance your booking may be cancelled but you will remain liable for the boarding fees in full. Your vet can provide vaccine information. New vaccination courses must have been completed at least 7 days before arrival. In the case of the kennel cough vaccine it must be administered 14 days or longer before arrival. Kennel cough is an airborne infection and some dogs are carriers but show no symptoms. The vaccination doesn't cover all strains, thus outside the control of the kennels. The kennels will never knowingly accept a dog with the condition, but as incubation can exceed 14 plus days it may not be detectable prior to arrival. The owner therefore accepts that this hazard exists, especially at busy times. Please also ensure your pet's flea and tick treatment is up to date before their stay.

Prices quoted apply at time of writing, but could be subject to change at any time. All dogs are charged for the day of their arrival, but only for the day of departure if collection is during the PM opening times. Please respect opening times. Kennel gates locked at all other times and strictly no admittance. You may collect or deliver your pet outside these times, but by prior agreement only. Out of hours surcharges will apply. Payment can be made by cash, most cards, cheques payable to "Coastal Kennels" or bank transfer.

We may be able to agree to altering your booking dates before arrival date – please contact us and we will accommodate you where possible, but cannot guarantee any change can be made. If you totally cancel a booking within less than 28 days of your arrival date you will still be liable for HALF the boarding fees, and if you totally cancel within 7 days of your arrival date you will still be liable for THE FULL boarding fees.

Due to recent disruptive events such as the failures of Thomas Cook and FlyBe, and now the Coronavirus outbreak, we will now be requiring a 50% non-refundable deposit to secure any booking. Unfortunately we are unable to insure against these risks, and as a small business we need to take steps to protect ourselves, and to make sure that we can continue to provide the same excellent service. We appreciate your understanding in these unusual times, and please let us know if you have any questions.

Unless previously agreed, late collections will be charged at a surcharge of £10 a day in addition to the daily boarding fee. Any pet not collected within fourteen days of the agreed date of collection may be sold or re-homed at the kennels discretion unless satisfactory communication is received from the owner within this period.

A "No-Show" is the term used for a booking where you have failed to present your pet(s) for boarding within 48 hours of the first day of your booking. In this instance you agree that your booking may be cancelled. You further agree that you will be liable in full for all boarding fees and agree to pay on receipt of our invoice.

Tariff is per dog per day. Price includes VAT, exercising, individual care, administering any medication, food, heating, bedding, DAP diffusers, insurance (non-medical) and of course lots of canine cuddles. Any additional extras requested on this booking form will be added to your final bill.

You may bring your own items of food, bedding, playthings etc for your pet, but please note that the kennels does not accept any responsibility for their condition or safe return and they are left solely at

the owner's risk. Please clearly mark any items with dog's name. It is up to the owners to ask for the items at the end of the stay. Items not collected after 1 month will be disposed of.

It is advisable to keep your dog on its normal diet during its stay to minimise stress, however we do provide a quality dried food and treats if you wish. No reduction is made if you supply your pets own food.

All dogs are insured during their stay with us, however our insurance does not cover any pre-existing or ongoing conditions requiring veterinary care. The kennels require details of any pre-existing conditions and reserve the right to consult a veterinary surgeon at anytime should we feel it necessary, the signing of our conditions gives us your consent to do so. Any resulting fees will be payable by the owner at time of collection. We accept no responsibility for any injury / illness that your pet may sustain during their stay. All veterinary bills are the responsibility of the owner. We reserve the right to refuse to board any animal that is clearly unwell or in a very poorly condition.

During the period of boarding, the kennels will exercise every possible care and attention to the welfare and safety of your pet, however the kennels accepts no responsibility for problems outside of their control. Kennelling, exercise and the wellbeing of your pets will be at our discretion, if you have special requirements you must put this in writing.

We may occasionally take photos for use on our website, Facebook, advertising and promotional literature. Should you not wish any photos to be taken of your dog during their stay please let us know in writing before your pets stay. The copyright of all photographs taken and displayed at the kennels and on their website belong solely to Coastal Kennels. All rights reserved.

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