

Iconic Boarding Kennels

Terms & Conditions — Boarding Agreement

1. Bookings, deposits & balance payments

All bookings require a **25% non-refundable deposit** at the time of booking to secure your dates. The remaining **75% balance is due no later than 14 days before** the arrival date.

If the arrival date is within 14 days of booking, the **full amount is payable at the time of booking** and is non-refundable.

If the balance is not received by 2 days before arrival, we reserve the right to cancel the booking and retain the deposit. Reminder emails are sent 14, 10 and 7 days before arrival.

2. Cancellations & refunds

Deposits are non-refundable in all circumstances.

Cancellations made within 14 days of the arrival date will forfeit any balance already paid, as it is highly likely we will have turned away other bookings for those dates.

If your dog is collected earlier than the agreed departure date, we reserve the right to charge for the full booked period.

3. Payment on the day

Any additional charges incurred during your dog's stay (e.g. veterinary treatment, extended stay) are payable on collection. We accept bank transfer or cash on the day.

4. Viewings

Viewings of the kennels and facilities are available by appointment only.

5. Health, vaccinations & treatments

All dogs should be up to date with their vaccinations and boosters, and have received recent worming and flea treatment prior to boarding. Please make us aware of any current medication or medical conditions at the time of booking.

We will ask for your vet's details on drop-off. If your dog becomes unwell during their stay we will attempt to contact your own vet first; if we cannot reach them, we will use our own vet. Any veterinary costs incurred are payable by the owner on collection.

We reserve the right to refuse boarding for any dog showing signs of ill health, contagious illness or aggressive behaviour.

6. Behaviour & disclosure

Owners must disclose any known behavioural issues (aggression, anxiety, resource guarding, escape attempts, etc.) at the time of booking. Failure to disclose relevant behaviour may result in your dog being refused boarding on arrival, with no refund of monies paid.

7. Collection & abandonment

If your dog is not collected within 10 days of the agreed departure date, and we have received no communication from the owner, we reserve the right to assume ownership of the dog and rehome them. The owner remains liable for all outstanding fees and costs incurred.

8. Personal belongings

You are welcome to bring bedding, a familiar toy, lead or item of clothing to help your dog settle in. Please do not bring squeaky toys, or anything of sentimental or high value. Kennels are cleaned daily and items can occasionally be damaged or lost — anything brought in is at the owner's own risk.

9. Liability

Every reasonable care will be taken of your dog whilst in our charge. Boarding is accepted on the understanding that Iconic Boarding Kennels accepts no liability for loss, injury or illness other than that caused by proven negligence on our part.

10. Agreement

By ticking the terms & conditions box on our booking form, or signing the copy provided on drop-off, you confirm you have read, understood and agree to these terms.

Questions? Call 07961 002382 or email info@iconicboarding.com