

Terms and Conditions

1. If you need to nominate another person to collect your dog, NFDS either ask that you inform us of the name and phone number of that person. NFDS will require the specified person to identify him or herself before removing your dog. ID in the form of a passport or driver's license will be accepted. The dog will not be released to them without prior consent from the owner and you will be liable for any extra boarding charges should this occur. This is for the safety and security of your dog.
2. NFDS reserve the right to refuse, or terminate the contract of any dog or owner who displays aggressive, destructive, unreasonable behaviour or becomes ill. .
3. NFDS take no responsibility for your dog contracting any viral diseases while staying with us. NFDS will not accept responsibility for the death, injury or illness of your dog. You are strongly advised to insure your pet for all eventualities.
4. Female dogs who come into season will not be able to attend for the duration of their season (2 – 3 NFDSeks). All male dogs over the age of 9 months must be neutered.
5. NFDS will find a new home for any dog if not collected 30 days from due departure date if NFDS cannot contact you. You agree to this and to pay for all associated costs.
6. NFDS 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. NFDS will contact you immediately should your dog become ill. If you or emergency person cannot be contacted within a reasonable time or have chosen not to be contacted NFDS reserve the right to seek appropriate and swift veterinary attention and proceed with treatment regardless of costs, which you agree to cover. NFDS 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) NFDS will accept and act upon that vet advice.
7. All dogs are accepted at their owner's risk. While every possible care and attention is given to each dog, NFDS cannot be held responsible for any injury, illness, loss or damage arising. Any vet fees incurred during the dogs stay will be covered by you the owner.
8. Your dog during their stay will be issued with one of our 'ID' tags with our names and contact details.
9. Confirmed bookings cancelled 2 weeks before boarding will be subject to a 25% cancellation charge. Within 2 weeks of boarding a 50% charge will apply. Less than a week before boarding will be subject to a 75% cancellation charge.
10. If your dog should show aggressive tendencies towards the dog carer or their family, or should behaviours become uncontrollable or a nuisance beyond reasonable acceptance, NFDC will place dog in boarding kennels until your return at your costs. (This is failing the ability of the owner or the emergency contact person collecting dog). No refund will be given.

11. Should a dog develop an illness whilst boarding with us NFDS will contact the owner or emergency contact for dog to be collected. NFDC will not be liable for any costs incurred & no refund will be given.

12. Dog owner is responsible for any damage to our property whilst dog is boarding, this includes the soiling of carpets which may require cleaning. Also damage done to other dogs property whilst boarding including bedding.

13. NFDS reserve the right to decline to care for any dog NFDS consider to be visibly unwell at the time of being left with us. NFDS also reserve the right to withdraw from a booking with an unspayed bitch in season, or due to come in season whilst resident with us. NFDS will not be liable for any costs incurred by the dog's owner in the event of such cancellations & will not provide a refund.

14. Your dog must undertake a trial stay prior to any boarding, to ensure that all parties are happy. This may be waived in special circumstances where extreme distances are involved or emergency short notice stays are required. A very open & honest discussion beforehand must be made with the assurance from you that your dog has 'no issues'. If during their stay 'issues' become apparent then you will be contacted and will need to make alternative arrangements. Your payment will be forfeited.

15. If your dog attacks, or is involved in a fight with another dog or person causing injury, you will be responsible for any losses as a result including but not limited to, payment of vets fees in respect of injuries to another animal caused by your dog.

16. If you decide to return home early from holiday and collect dog before the agreed end date, you will not be entitled to any refund.

17. All dogs must be flea treated, wormed & up to date with their vaccinations before they are boarded. Dogs that arrive with fleas will be administered with a product and charged accordingly.