



*WEY FARM*

Boarding Kennels & Cattery

Ottershaw, Surrey KT 16 0QW

Tel.: 01932 872424

Fax: 01932 874758

[boarding@weyfarm.co.uk](mailto:boarding@weyfarm.co.uk)

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## Conditions of Boarding

1. OWNERS must leave their contact telephone number on admission.
2. **Pets can still board with us over the Christmas holidays.** CUSTOMERS CANNOT PICK UP OR DROP OFF THEIR PET(S) AFTER 1 PM ON CHRISTMAS EVE AND ALL DAY CHRISTMAS DAY, BOXING DAY AND NEW YEARS DAY. For example, customers can drop their pet(s) off on the morning of Christmas Eve and then collect them on 27th December, and drop off their pet(s) on 30th December and then collect them on 2nd January. For clarification please call us.

Customers are charged double on Christmas Day, Boxing Day and New Year's Day.

### 3. Vaccination information:

#### Dogs

On arrival, owners must provide staff with a current veterinary certificate of vaccination and/or booster. No dog will be accepted unless it has been vaccinated against: Distemper, Infectious Hepatitis, Leptospirosis, Parvo virus, Parainfluenza and has received the intra nasal Bordatella vaccine (Kennel Cough).

- a. The **annual booster vaccination** must be done at least **14 days** prior to arrival.
- b. **The Kennel Cough** needs to have been done at least **5 days** before arrival as it is a live vaccination. Please ensure that you check with your vet that this has been done as it is not something the vet will do automatically.
- c. Owners must provide their dog(s)' **microchip number(s)** on arrival, or be happy for Wey Farm staff to use a microchip reader to get it. The number is saved on our computer system.

#### Cats

On arrival, owners **NEED** to provide staff with a current veterinary certificate of vaccination and/or booster. If your cat has not been inoculated, he/she will not be accepted.

- a. The **annual booster vaccination** must be done at least **14 days** prior to boarding. Cats must be fully vaccinated against Feline Enteritis and Cat Flu.
- b. Owner's must provide their cat(s)' **microchip number(s)** on arrival, or be happy for Wey Farm staff to use a microchip reader to get it. The number is saved on our computer system.



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**4. Payment information:**

- a. Charges begin from the day of drop off, regardless of the time of arrival. On the day of departure if the animal is collected before 10:30am, no charge will be made for that day.
- b. In the event of the customer not settling the account within one month, Wey Farm have the right to dispose of the animal as it sees fit and appropriate, as well as contacting a solicitor.
- c. Prices are subject to change without prior notice
- d. We understand that sometimes owners will not know how long their pet(s) will need to stay with us at Wey Farm. Whilst we will do everything to accommodate these circumstances it should be noted that on occasions, at Wey Farm's discretion, funds may be requested to be paid at the start of the pet's stay.

**5. Bookings & Cancellations:**

- a. Bookings are regulated to maintain individual attention; therefore, early reservations are necessary for summer & other peak periods.
- b. No provisional bookings can be accepted.
- c. The cancellation fee for first time boarders is £50. Thereafter, there will be a cancellation fee of £5 per animal.

**6. Veterinary attention:**

- a. Animals boarded at Wey Farm receive every care and attention. Should any animal require treatment, the management reserve the right to call a veterinary surgeon and act upon their advice. The expense incurred must be met by the owner of the animal.
- b. Owners must be happy with us taking their pet to Pet Doctors Woking; the practise is 2 miles away, so it is convenient to get to if there is an emergency. We have used Pet Doctors Woking for over 30 years.

Pet Doctors Woking  
125 - 129 Chertsey Road  
Woking GU21 5BP  
Tel: 01483 769881  
[woking@petdoctors.co.uk](mailto:woking@petdoctors.co.uk)

**7. Posting photos and videos on our Website and/or Social Media:**

When contacting Wey Farm or completing the Boarding Booking Form owners will be asked if they have any objection to Wey Farm posting photos and/or videos on Wey Farm's social media and/or website. Consent will be recorded.

**8. Dogs from different households sharing:**

Owners who are happy for their dog to mix with other dogs whilst he/she is boarding here, must give consent when the dog is dropped off at Wey Farm or picked up if the dog is collected by Wey Farm staff; this consent will be saved on our computer system with a tick box.



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**9. Dogs sharing from the same household:**

Dogs coming to Wey Farm from the same household will automatically be put together in the same kennel, unless the owner has specifically asked for them to be separated. Owners must also be aware that dogs from the same household sharing kennel will be separated should any problems arise (e.g. any aggressive behaviours).

**10. Cats sharing from the same household:**

Cats coming to Wey Farm from the same household will automatically be put together in the same kennel, unless the owner has specifically asked for them to be separated. Owners must also be aware that cats from the same household sharing kennel will be separated should any problems arise (e.g. any aggressive behaviours).