

KESTONS LODGE TERMS AND CONDITIONS

Here at Kestons Lodge, the health and well-being of the animals is very important to us. By boarding your pets at Kestons Lodge you are agreeing to our Terms and Conditions.

HEALTH & CARE

Only healthy pets free from contagious diseases will be accepted for boarding. We reserve the right to refuse boarding to any pet that we deem as a risk to the safety and welfare of other pets in our care.

We recommend that rabbits are vaccinated against Myxomatosis and RHD/VHD v1 & v2 for your peace of mind.

Your pet/s will not mix with other pets in our care. We advise that all pets are wormed and treated for fleas and mites. It is the owner's responsibility to ensure their pets are suitably covered for boarding.

The owner must provide sufficient dry food for their pet's stay. We encourage you to bring comfort items such as toys, treats, and any other specific requirements for your pet's well-being. For smaller pets such as hamsters, gerbils, and mice, please bring them in their own cages with sufficient bedding for the duration of their stay.

The owner must provide accurate and detailed information about their pet's health, dietary needs, medications (if any), and any specific care instructions.

MEDICAL CARE

Please inform us prior to drop-off if your pet needs medication or special care during their stay. We cannot accept pets with unannounced medical needs at drop-off as this creates stress and risk for your pet, you, and us.

If you arrive with a pet requiring treatment we haven't planned for beforehand, we may have to charge an additional care fee or decline boarding, depending on our occupancy.

Medical needs requiring advance notice include:

- Eye drops
- Ear cleaning
- Oral medication

- Wound care
- Post-operative monitoring
- Any condition requiring twice-daily treatment

Daily care charges apply based on time and complexity, starting from £2 per day for basic medication administration. Multiple medications or treatments will incur additional fees.

Important: We are not veterinary professionals. However, we can administer routine medications agreed in advance, but we cannot provide complex or ongoing veterinary care. If your pet's condition exceeds our capabilities, you or your emergency contact will need to collect them, or they'll require admission to a veterinary practice. Our insurance does not cover complications from medical treatment.

GROOMING

We provide immediate welfare grooming for urgent cases, but we'll always get your permission before proceeding. If we find impacted stools around the vent, we only perform a "bum bath" in emergency situations. Full bathing is avoided as your pet's fur retains water, making them susceptible to hypothermia and skin infections. This crucial measure safeguards against flystrike, discomfort, and skin irritation, especially vital for our older or long-haired guests.

A single session for this emergency grooming costs £10, payable upon collection.

EMERGENCIES

If your pet becomes ill, we will contact you or your emergency contact and seek veterinary care if needed. We will contact you from the veterinary practice so you can speak to the vet and make decisions about your pet's care.

If we are unable to make immediate contact, we will seek medical attention from your vet. If your vet is based outside of Grantham Town Centre, we will take them to our local vet, Belvoir Vets, or Sutterton Veterinary Hospital for out of hours service. All related costs are the sole responsibility of the pet owner. This includes out of hours charges which can be a minimum of £125. We will keep you up to date with the vet's recommendations and costs. However, if you are uncontactable we will authorise the vet's care on your behalf in line with the vet's recommendations.

If you have a maximum budget for vet care, please notify us so we can ensure the vet is aware and can adjust any treatment recommendations. Please give your vet permission to share your pet's medical history with us or our vet.

Sadly, small animals can pass away with very little warning and it can happen very rapidly after the first sign of illness. In the unlikely event that this should happen in our care, we will notify you immediately and your pet/s will be cared for respectfully until you are able to collect them.

Pets are boarded at the owner's risk. We accept no liability for illness or death from any cause, including RHD1/RHD2, E. Cuniculi, myxomatosis, flystrike, or mites.

DROP-OFF & COLLECTION TIMES

To help minimise disruption to the tending of pets in our care, we have dedicated times for drop-off and collection. These are; weekdays 8.30-9am, 12.30-1pm, and 5-5.30pm. Saturdays 8.30-9am. Please respect these times as we cannot accommodate drop-offs or collections outside of these hours.

PAYMENTS & CANCELLATIONS

All pets will be charged boarding per night. Payment is to be made in full in cash, on or before dropping off your pet. We do not refund unused nights if you collect your pet early.

We would appreciate as much notice as you can if you need to change or cancel your booking. If you require extra boarding, we will try our best to accommodate. Any extra nights are charged at our normal per night rate and payable on collection of your pet.

MULTIPLE PETS

If your pets begin fighting in shared accommodation, we will contact you immediately. If they need to be separated for their own safety, then our per night rate applies for the use of additional accommodation, to be settled on collection.

PETS NOT COLLECTED

If you have not collected your pet/s at the agreed collection time, we will contact you or your emergency contact immediately. We will continue to try to contact you for 48 hours from the agreed collection time. If we are still unable to contact you after this time, your pet/s will be considered abandoned, and we will seek to re-home your pet/s. You will remain liable for additional boarding charges with us.

LIABILITY

Whilst every possible care and attention is given to each pet boarded, Keston's Lodge accepts no liability for any illness, injury, disease, pregnancy, death, theft or any other loss to pets or their owners. Keston's Lodge is released of all liability for any accident, injury or any other loss to owners or anyone accompanying them whilst on our premises.

In line with Data Protection, your personal information on the Booking Form will only be used to deliver the services you have requested. We will not share your personal details with anyone unless we are seeking veterinary assistance for your pet.

We reserve the right to update our Terms and Conditions.

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