

Coxmoor House Kennels & Cattery Terms & Conditions

In this document where staff or Coxmoor are mentioned this is defined as a representative of Cupbrook Ltd trading as Coxmoor House Boarding Kennels & Cattery

By coming on site, making a booking, boarding your pets or registering with us, you agree to have read and will abide by the following terms and conditions for Coxmoor House Kennels & Cattery.

These terms & conditions will need accepting each time you make an online booking; they are available on our website and it is your responsibility to make sure you are aware of what is in them and are following them at all times.

Any special requirements, disabilities or health conditions requiring help should be reported to staff before your visit and we will do our best to accommodate you.

Covid19

Do not attend the kennels if:

- o You have any coronavirus symptoms (A high temperature, a new, continuous cough or loss or change to your senses of smell or taste).
- o If you've tested positive for Coronavirus- this means you have coronavirus.
- o Someone you live with has symptoms or has tested positive.
- o Someone in your support bubble has symptoms and you've been in close contact with them since their symptoms started or during the 48 hours before they started.
- o Someone in your support bubble tested positive and you've been in close contact with them since they had the test or in the 48 hours before their test.
- o You've been told you've been in contact with someone who has tested positive by NHS Test and Trace or the NHS COVID-19 app
- o You arrive in the UK from a country with a high Coronavirus risk

If you answered yes to any of these then you need to self-isolate and seek further advice call 111.

You are responsible for following your local Covid19 restrictions and you must follow all of our Covid19 safety advice whilst onsite. You must wear a mask in reception and use the hand sanitiser provided, unless you are exempt.

Health and Wellbeing

It is your responsibility to ensure that any pet/s you bring onsite are not suffering from any infectious disease that can be transmitted to any other pet or person. If you bring any pet/s that are showing signs of illness or infectious diseases you will be asked to leave site and will be charged for any bookings or services. You should speak to a vet if you are unsure about your pet/s health or welfare.

It is the responsibility of the owner that the pet/s being boarded within our establishment are of a fit and healthy condition. It is the customers responsibility to

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inform staff of any medical conditions your pet may have prior to their stay, any recurring problems or anything incurred whilst staying with us.

Any conditions, illness, disease, injury or other must be diagnosed by a registered veterinarian & reported to us within 2 weeks from the leaving date of the pet/s from their stay. After 2 weeks from the collection date or if not diagnosed by a registered veterinarian, then all insurance claims will be refused.

Medication/s currently being administered to pet/s boarding with us must be fully disclosed upon drop off.

All medication must be handed over to staff in the original packaging which is clearly labelled so that it can be easily identified & administered correctly. It must not be pre mixed in with food. There must be enough medication to cover the entirety of the pet/s stay at Coxmoor.

An agreement must be signed allowing kennel staff to administer medications as and when advised.

We do not take pets that need to have injections or in cases of canine or feline diabetes where blood sugar levels must be monitored. Any pet that has to have medication which cannot be administered due to aggressive behaviour or for any other reason may not be able to stay at Coxmoor for their own or others safety.

Aggressive tendencies towards both humans and/or other animals must be disclosed to Coxmoor staff before boarding can occur. Coxmoor House Kennels and Cattery reserves the right to refuse boarding services to any pet we deem to be dangerous. Should your pet become aggressive when boarding with us, Coxmoor House reserves the right to refuse further boarding or terminate the pet/s stay at their own discretion, you will also be expected to pay the fees for the original agreed booking.

Vaccinations and Prophylaxis

Prophylaxis meaning: treatment given or action taken to prevent disease

We require that your pet/s are registered with a registered veterinarian before their stay at Coxmoor, we will need the information for the practice so that if needed we can contact them. As well as this we require all owners to sign a veterinarian consent form so that if we need to we can take pet/s to their registered veterinarian.

Pets that are not vaccinated will not be allowed to board at Coxmoor, this is the responsibility of the owner to make sure that this is within the guidelines listed below. Presenting pets without vaccinations will result in refusal of entry to the kennels or cattery. You will also be expected to pay the full fees for the booking that was made, there will be no refund.

Before entry to the kennels all dogs must be vaccinated & we must see proof of this either by a vaccination card, pet passport, valid titre test (Blood test for antibodies) or email from the vets with proof of vaccination. All vaccination courses must have been completed at least 2 weeks (14 days) before the booking starts.

Dogs must be vaccinated against: Canine parvovirus, Canine distemper, Canine adenovirus/infectious hepatitis & Leptospirosis.

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The Kennel cough vaccination is optional but recommended for very young or old dogs. This is for the customer to discuss with their vet & needs to be administered at least 3 weeks before the booking for activation of the anti bodies.

Before entry to the cattery all cats must be vaccinated & we must see proof of this either by a vaccination card, passport, valid titre test (Blood test for antibodies) or email from the vets with proof of vaccination. All vaccination courses must have been completed at least 2 weeks (14 days) before the booking starts.

Cats must be vaccinated against: Feline parvovirus (also known as feline infectious enteritis), Feline panleukopenia & Feline respiratory viruses (Feline herpesvirus and Feline calicivirus).

We can call the pet/s registered veterinarian at the time of drop off, however if the vet is not contactable (Out of hours/Sundays/Bank Holidays/etc.), if the veterinarian has no record of vaccinations or states that the pet/s is not vaccinated then Coxmoor will not be able to accept the pet/s for any kind of boarding. The owner will also be expected to pay the full fees for the booking that was made, there will be no refund.

It is the owner's responsibility to ensure the pet/s are kept up to date with flea and worming prophylaxis. We will need to know a date for the last time this was completed. Coxmoor cannot be held responsible for the failure of prophylaxis or the presence of fleas or worms because of this.

Veterinary Care and Damage to Property.

All pets that are boarding at Coxmoor kennels or cattery are covered under our own veterinary insurance. Cover excludes any illness or problems that may arise due to pre-existing conditions, or injuries that occur due to pets sharing pens. Pets are only covered under Coxmoor insurance if fully vaccinated.

Immediate veterinary care will be sought for any pet/s that may require treatment when boarding with us. We will endeavour to transport pet/s to their own registered veterinary professional, if this is not possible, Coxmoor will make an educated decision on the most suitable vet for treatment. Coxmoor will make every effort to contact the owner or emergency contact of the pet/s if veterinary attention is needed.

Coxmoor House kennels and Cattery will not be held responsible for any conditions, illness, disease, injury or other to your pet/s which has not been disclosed beforehand.

Any conditions, illness, disease, injury or other must be diagnosed by a registered veterinarian & reported to us within 2 weeks from the leaving date of the pet/s from their stay. After 2 weeks from the collection date or if not diagnosed by a registered veterinarian, then all insurance claims will be refused.

Coxmoor House kennels and cattery will not be held responsible for any loss or damage to any pet/s belongings including but not limited to toys, beddings and leads during their stay with us. All belongings are left with their pets at the owners own risk.

Dual Occupancy

Any owner wishing for their pets to share a pen do so at their own risk. A disclosure agreement must be signed before the pets are accepted before taken in for boarding

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with us, outlining that the owner understands the risks involved. This form is non negotiable as it is required by the Council as part of the licensing regulations. If a booking is made for a shared pen & when the pets are presented the owner decides that the pets will need to be in separate pens; if there are not enough spare pens then the booking may not be able to take place. The owner will also be expected to pay the full fees for the original booking that was made, there will be no refund. The cost will increase for any further pens that are needed & are charged per pen at the current rate. Coxmoor House Kennels and Cattery will not be held responsible for any accident or injury that takes place as a direct result of pets sharing a pen. The Veterinary insurance cover does not include accident or injury caused by dual occupancy (shared pens) within our establishment. Any veterinary attention required will be directly charged to the owner.

If pets become aggressive towards each other, the welfare of the pets is suffering or for any other reasonable reason Coxmoor reserves the right to separate or remove pets from dual occupancy (shared pens) at their own discretion. All extra pens will be charged at the current rate which will be on top of the original booking cost.

Bookings, deposits, alterations, cancellations & prices

Coxmoor House Kennels and Cattery reserve the right to increase the cost of our services at any time. Customers will be made aware of the current rate of service when making a booking with us. Coxmoor reserves the right to increase prices during peak holiday periods such as Christmas & new year, such changes will be made aware to those wanting to book for these times.

The prices at Coxmoor are subject to an increase every year and these take effect on February the 1st. All bookings made or services supplied or booked after this time are charged at the increased price.

All overnight boarding fees are charged per day from the day of arrival (if this is the same as the original date booked), regardless of time (If you arrive at 5:00pm the pen has still been empty waiting for your pet/s all day). If you arrive a day or days after your original confirmed booking start date you will still be charged for the day/s that your pet/s were booked in for.

On the day of departure if you collect between 9:30am & 11:00am (if this is the same as the original date booked) then you do not pay for that day. If you collect after 11:00am then you are charged for that full day. You must state at the time of booking if you are collecting before 11:00am on the date of departure so that you can be invoiced correctly. If you state before 11:00am and then collect after 11:00am you will be charged an extra day.

Half day boarding is only available for dogs and is charged from 8:00am to 1:00pm, 12:00pm to 5:00pm or any other 5 hour period between the times of 8:00am to 5:00pm. If the pet/s are collected after the 5 hour period has ended then a full day will be charged. When making a booking for half day boarding the total amount is required at the time of booking. The same Cancellation & Changes policy applies.

Full day boarding is only available for dogs and is charged from anything that is over 5 hours within the hours of 8:00am to 5:00pm. We can often make provisions if you are back late to keep your pet/s overnight (this will be charged at the overnight boarding rates).

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Prices

Prices are correct as of February 1st 2022 (Prices increase every year)

Dogs Prices

No. of dogs sharing	Half a day	Full day	Overnight boarding (Charged per day on the day of drop off)
1	£15.65	£20.90	£28.75
2	£20.85	£26.15	£42.85
3	£26.15	£31.35	£50.75
4	£31.35	£36.55	£54.25

Cats Prices

No. of cats sharing	Price
1	£14.65
2	£21.95
3	£26.15
4	£29.80

When a booking request is made by phone, email, in person, or through the Facebook messenger app, or any other means your booking is not confirmed until the deposit has been paid and a member of staff has verified this in person, verbally, through email, or through the Facebook messenger app.

Deposits

You will be required to pay a deposit at the time of the booking and the total amount of the boarding fees for all bookings must be paid no later than 14 days from the date that your pets will be dropped off. If you make a booking within 14 days of the date of drop off you will be expected to pay the total amount of the booking before that booking is confirmed.

For any bookings that are more than 15 days from the date of drop off the deposit required for the booking will be equal to a single day's boarding for the number of pets that are staying. One week will be one day, two weeks will be two day's and so on (see below)

Example: Prices are correct as of Feb 1st 2022 (Prices increase Feb 1st every year)

No. of Dogs (Per pen)	Cost per day	Duration of stay	Deposit required
1 Dog	£28.75	1 to 7 days	£28.75
1 Dog	£28.75	8 to 14 days	£57.50
1 Dog	£28.75	15 to 21 days	£86.25
1 Dog	£28.75	22 days or over	£115.00
2 Dogs (Sharing)	£42.85	1 to 7 days	£42.85
2 Dogs (Sharing)	£42.85	8 to 14 days	£85.70
2 Dogs (Sharing)	£42.85	15 to 21 days	£128.55
2 Dogs (Sharing)	£42.85	22 days or over	£171.40
3 Dogs (Sharing)	£50.75	1 to 7 days	£50.75
3 Dogs (Sharing)	£50.75	8 to 14 days	£101.50
3 Dogs (Sharing)	£50.75	15 to 21 days	£152.25
3 Dogs (Sharing)	£50.75	22 days or over	£203.00
4 Dogs (Sharing)	£54.25	1 to 7 days	£54.25

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4 Dogs (Sharing)	£54.25	8 to 14 days	£108.50
4 Dogs (Sharing)	£54.25	15 to 21 days	£162.75
4 Dogs (Sharing)	£54.25	22 days or over	£217.00

No. of Cats (Per pen)	Cost per day	Duration of stay	Deposit required
1 Cat	£14.65	1 to 7 days	£14.65
1 Cat	£14.65	8 to 14 days	£29.30
1 Cat	£14.65	15 to 21 days	£43.95
1 Cat	£14.65	22 days or over	£58.60
2 Cats (Sharing)	£21.95	1 to 7 days	£21.95
2 Cats (Sharing)	£21.95	8 to 14 days	£43.90
2 Cats (Sharing)	£21.95	15 to 21 days	£65.80
2 Cats (Sharing)	£21.95	22 days or over	£87.80
3 Cats (Sharing)	£26.15	1 to 7 days	£26.15
3 Cats (Sharing)	£26.15	8 to 14 days	£52.30
3 Cats (Sharing)	£26.15	15 to 21 days	£78.45
3 Cats (Sharing)	£26.15	22 days or over	£104.60
4 Cats (Sharing)	£29.80	1 to 7 days	£29.80
4 Cats (Sharing)	£29.80	8 to 14 days	£59.60
4 Cats (Sharing)	£29.80	15 to 21 days	£89.40
4 Cats (Sharing)	£29.80	22 days or over	£119.20

The deposit can be paid directly via cash, card or cheque when visiting the premises during opening hours, online if using the online booking system or can be paid over the phone using card. Coxmoor House Kennels and Cattery do not accept American Express or bank transfers as a way of payment.

Cancellations

If you require a booking to be cancelled, you must notify the business by phone, email or in person. You must also obtain confirmation through one of these channels that your cancellation has been received, if you do not hear anything within 24 hours, please try a different channel until a staff member has responded.

If you wish to cancel a booking that is 60 days or more away, then there will be a standard 14 day cooling off period, in this 14 day period you can ask for a full refund including any deposit paid. Or you can carry the total amount of the deposit over to a future booking.

If you wish to cancel a booking that is 59 to 30 days away, then you will have 48 hours from the confirmation of your booking in which to cancel, you will lose half of the total amount of your deposit or if half of the deposit is less than £10 you will be charged £10 as a processing fee (this is to cover the cost of our staff processing the initial booking and processing the cancellation). Or you can carry the remaining deposit over to a future booking.

If you wish to cancel a booking that is 29 to 15 days away, then you will have 24 hours from the confirmation of your booking in which to cancel and you will lose the total amount of your deposit (this is to cover the cost of loss of earnings & processing fees).

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If you wish to cancel a booking that is 14 days or less away, you will have 24 hours to cancel from the confirmation of your booking and you will be charged the total cost of the original booking (this is to cover loss of earnings & processing fees).

Changes

Changes to bookings can be made but are not guaranteed due to the limited number of pens, at busy times there may not be space for us to change the dates. If this is the case you can either keep the dates of your original booking or follow the cancellation policy. After a change is made and confirmed then this is now classed as the 'original booking'.

If you wish to make changes to a booking that is over 60 or more days away, then within you have the standard cooling off period of 14 days in which you can change the booking once (this will not count as a new booking & have another 14 day cooling off period. The 14 day cooling off period will end 14 days from the original date that the booking was confirmed). After the initial change all changes after that will be charged a £10 processing fee.

If you wish to make changes to a booking that is 59 days or less away, then a charge of £10 will be made each time the booking is changed.

If you wish to collect your pet/s before the date that the original booking ends this is ok. You will still be charged the total amount of the original booking that was confirmed.

Opening hours, Drop off and Collection

When driving around site please do not drive onto the grass, be patient, courteous & sensible, the driveway is not large enough for 2 way traffic so either someone will have to wait or reverse to get out of the way, if you are behind someone who is trying to get out of the way please allow them to do so.

Drop off for overnight boarding is from 11:00am to 5:00pm, if you wish your pet/s to be dropped off earlier than this then you must bring them in the day before. Please contact a member of the team if you have no option but to drop off outside of these times. For customers who attempt to drop their pet/s off before 11:00am we may be able to accept them but there will be a charge of £15 on top of the total cost of the original booking. Likewise if customers attempt to drop their pet/s off after 5:00pm there will be a £15 charge added on to the total cost of the original booking. There is no guarantee that Coxmoor House kennels and Cattery will be able to accommodate for pet/s that have been dropped off early without prior agreement. Coxmoor reserves the right to refuse entry to those attempting to enter the establishment before or after opening hours.

Drop off and collection must be made by the owner, or someone with the owners permission to drop the pet/s off and must be an adult (over the age of 18) or accompanied by an adult. We reserve the right to check ID to prove this and to refuse pet/s if the person dropping off does not meet these criteria.

When dropping off your pet/s you must park in the lower car park (outside reception), please park sensibly as Coxmoor takes no responsibility for any accidents, losses or damage of vehicles or property left in those vehicles whilst on site.

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You must remain in your car with your pet/s, under no circumstances should pet/s be taken out of the car unless a member of staff has told you to do so. This is for safety reasons, there are no exceptions to this rule. If you break this rule Coxmoor may refuse entry of your pet/s without refund and ask you to leave site. If a staff member has not acknowledged that you are waiting please approach reception (pet/s left in the car) and press the bell that is outside reception. Please then wait patiently for a staff member as we may be some distance away on our large site. We apologise in advance for any inconvenience this may cause.

At busy times there may be a queue, we will do our best to deal with you as quickly as possible but please understand that sometimes animals can be unpredictable and please be assured that staff are working as quickly as possible to deal with everyone. Our safety procedures are in place to protect pets and humans so keep this in mind, just because your pet/s are ok with other dogs or people that does not mean that everyone else's are. Any activity that puts people or animals in danger will not be tolerated and you may be asked to leave site without being able to use our services.

Always keep children (anyone under 16 years old) under control, they should be accompanied by an adult at all times (someone over 18 years old) whilst on site.

The only place that visitors should be onsite is either waiting outside reception, or in reception picking up or dropping off pet/s. No one should be going anywhere else onsite unless accompanied by a staff member. Anyone going around site without a staff member will be asked to leave and will be expected to pay for any bookings or services that will then be unfulfilled.

Please endeavour to leave the establishment as soon as the drop off or pick up procedure has been completed in order to reduce the amount of traffic present in the car park at any time. Please do not drive on the grass.

Coxmoor House Kennels and Cattery will take no responsibility for any damage to or loss of vehicles or their contents on site at any time. Visitors are responsible for the safety of their own vehicles, their passengers and belongings whilst visiting the premises.

Coxmoor House reserves the right to amend opening hours during national holidays such as Christmas and New year. This is subject to change and owners will be notified of changes to opening times when staying with us during these periods.

All pet/s boarding within our establishment will be taken from the owners at reception by a member of staff, no owners are permitted to enter the kennels or cattery to take their pets to their accommodation or collect them due to health and safety reasons. The only exception to this is if requested by a staff member to accompany them for example if a pet has become aggressive and the owner is needed to help.

Additional Fees

We endeavour to maintain the cleanliness of pets that are within our care. Sometimes pets will do something that will mean that they need cleaning. Baths are available if requested on drop off before the pet/s go home. We also have a groomer who can do all aspects of grooming including claw trimming, we can arrange for the groomer to contact you if requested. In the event that Coxmoor needs to provide

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extra care in the form of bathing an animal, this will be charged to the owner upon collection of their pet. Bathing without prior consent will only be considered in exceptional circumstances if we feel as though the condition of the pet is impacting its welfare.

Sometimes customers are unable to collect or drop off their pet/s, if this is the case we can collect or drop off pets. This is charged at an additional cost & is subject to availability only.

Conduct

We operate a zero tolerance policy towards abusive behaviour of any kind at Coxmoor House kennels & cattery. This can be over the phone, virtually or in person towards any member of staff. Verbal or physical abuse will result in you being asked to leave site and expected to pay for any bookings or services that will not be fulfilled. Anything that requires police intervention will be followed up and Coxmoor reserves the right to refuse access of services to customers that are abusive.

Coxmoor House Kennels and Cattery is a NO SMOKING site and smoking paraphernalia should not be used whilst onsite including vaping equipment. In case of people losing or dropping items that could be picked up by a pet and this may be dangerous to owners or pets.

No drugs or alcohol may not be consumed onsite. Anyone found to be doing so or under the influence of drugs or alcohol will be asked to leave.

You should also not be under the influence of any prescription medication which states you are unsuitable to drive or do activities.

CCTV

Coxmoor House Kennels and Cattery operates CCTV at our facility for the purpose of maintaining Health and safety, the security of property and premises and for preventing and investigating crime. We may use the footage ourselves or if asked by an appropriate authority we may hand the footage over to them.

By using our services and entering our site you are accepting these terms & conditions and you are agreeing to be filmed on CCTV for these purposes.

Coxmoor House Secure Field Terms & Conditions

By coming on site, making a booking or registering with us, you agree to have read and will abide by the following terms & conditions for Coxmoor House Secure Field Hire.

These terms & conditions will need accepting before you can make an online booking; they are available to view on our website and it is your responsibility to make sure you are aware of what is in them and are following them at all times.

Any special requirements, disabilities or health conditions requiring help should be reported to staff prior to the visit and we will do our best to accommodate you.

The Secure field is to be pre-booked only and we are not able to accept drop ins.

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If it is your first time using the field you must report to reception and speak to a staff member, if no one is there please ring the grey bell outside of reception on the wall (only once) and then wait patiently for someone to get there. We may be elsewhere onsite and apologise in advance for any inconvenience this may cause. **Do not get your dog/s out of your vehicle.**

Both you and your dog/s must remain in your vehicle until it is your time to use the field, allowing your dog/s out may have serious consequences for people and dogs that are already on site. There are other customers, dogs and cats onsite as part of our kennels and cattery business. Your dog/s may be well behaved but they are animals and can be unpredictable, keep them in your car until you are secure in the field car park.

All dogs must be under full control whilst on the premises and this is the responsibility of the owner.

Do not approach or enter the field before it is your time, as well as upsetting dogs within the secure field this could end in serious injury or even death due to some types of dogs that use the field. Instead wait in one of the free parking bays in the top car park near the gas tanks. Anyone found breaking these rules will be asked to leave site.

If you have made the booking then you are the party leader, you are agreeing to be responsible for all the other people in your party, they should have read, understood, accepted the terms and conditions and then when on site follow all of the rules. All dogs that are sharing the field must be well socialised and get along, it is your responsibility to make sure this is the case to ensure the safety of everyone.

We operate a zero tolerance policy towards abusive behaviour of any kind at Coxmoor House kennels & cattery. This can be over the phone, virtually or in person towards any member of staff. Verbal or physical abuse will result in you being asked to leave site and expected to pay for any bookings or services that will not be fulfilled. Anything that requires police intervention will be followed up and Coxmoor reserves the right to refuse access of services to customers that are abusive.

We hold the right to refuse entry to anyone we deem unsuitable to use the field, this is at the discretion of staff.

Covid19

Do not attend the kennels if:

- o You have any coronavirus symptoms (A high temperature, a new, continuous cough or loss or change to your senses of smell or taste).
- o If you've tested positive for Coronavirus- this means you have coronavirus.
- o Someone you live with has symptoms or has tested positive.
- o Someone in your support bubble has symptoms and you've been in close contact with them since their symptoms started or during the 48 hours before they started.
- o Someone in your support bubble tested positive and you've been in close contact with them since they had the test or in the 48 hours before their test.

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- o You've been told you've been in contact with someone who has tested positive by NHS Test and Trace or the NHS COVID-19 app
- o You arrive in the UK from a country with a high Coronavirus risk

If you answered yes to any of these then you need to self-isolate and seek further advice call 111.

You are responsible for following your local Covid19 restrictions and you must follow all of our Covid19 safety advice whilst onsite. You must wear a mask in reception and use the hand sanitiser provided, unless you are exempt.

Hand sanitiser and anti-bac spray are provided next to the gate to the field for owners to freely use.

Bookings & Payment

You can make bookings using the online booking system or by calling us, we are not able to accept drop ins so you must pre-book.

Payment must be made at the time of booking through the online booking system or on site by cash or card and we do have contactless.

If you have booked and paid online you need to save your confirmation email which you will need to show to staff as proof of booking when arriving.

Cancellations & late arrivals

All bookings are made on the understanding that if you need to cancel or re schedule this must be done at least 24 hours before the booking happens. If it is within 24 hours of the booking you will be expected to pay and there will be no refunds.

To cancel you need to call us on 01623753174, if you get the answerphone you need to leave a message and tell us your name, phone number, pets name and the time of booking. Failure to leave a message will be taken as a 'no show' and there will be no refund or re schedule issued.

If you are late for your session, we will not be able to move the slot due to the nature of the booking system. If you do arrive late you can have the rest of your time as long as you are here at least 15 minutes before the original booking was due to end. There will be no admittance after this time. You will still be expected to leave the car park by the end time of your original session.

Adverse weather conditions are not an accepted reason for cancelling a booking for example if it is raining.

By making any bookings you agree to the terms and conditions and agree to pay for any time slots you reserve.

Hours

The hours available to hire the field are 8.00am to 7.00pm everyday of the week, this means the last booking will finish by 7.00pm. The field does have lighting however the whole field is not lit, so in the winter if you choose to book when it is dark you do so at your own risk. These hours may change and we may have to block off the field

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for work that may need doing. We apologise in advance for any inconvenience this may cause.

Field hire

The field is secured by a 6ft fence that is dug into the ground; we complete regular checks of the boundary to ensure safety. Any damage or places where a dog could get out should be reported immediately. We hold no responsibility for dogs escaping, should this happen then a staff member must be notified immediately.

If you have a dog which does like to dig, do not let it dig at the fence or create holes in the field, let a staff member know if this does happen so that we can make sure the field is safe and secure.

We have some toys and equipment for you to use, you may also bring toys and equipment to be used whilst on the field but we accept no responsibility for any damage, injury, vet bills, death or similar as a result of using them. Please make sure that all items are taken with you at the end of the session or returned back to reception if they belong to us. Do not take our equipment or toys home with you, we may charge you if you do take anything or you may be reported for theft. There are toys available from the shop if you forget yours.

The time that you book is for you and your dog/s to enjoy, there will be only the people and dog/s in your party for your session. You should be engaged with and supervising your dog/s the whole time. Once you are secure on the field you can use the time how you wish.

You are responsible for your own, your party and your dog/s safety whilst using the fields, you should take note of any weather conditions that might make it less safe. It is a natural field, it may be uneven in some areas and has natural wooded areas, the ground will have bumps and slopes and the woods are just like any public ones, they may have some brambles, nettles, tree roots and more. We are not responsible for any injuries, illness, accidents, death or vet bills, or similar which are caused by use of the field.

We advise but don't insist that you have your own insurance for your dog/s, this will usually cover most things that could happen to your dog/s whilst using the field.

Arrival

If it is your first time, please wait in the lower car park near reception and a staff member will direct you. If you have booked and paid online please get your confirmation email ready to show to staff.

After this head to the top car park, where you will find space to park near the gas tanks (please be aware not to block routes for other people). Wait until the people before you leave the secure car park through the outer gate. Whilst the outer gate is shut and the field is occupied do not approach the field, open the gate or get your dog/s out of your car.

Once the people before you leave and they are clear of the car park you can drive in. You must close the outer gate behind you and keep it closed until you leave.

Leaving

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Keep an eye on the time, your time is precious and so is everyone else's.

You are aiming to be leaving the car park by the end of your booking time, do not open the outer gate until your dog/s are secure in your car. Then open the outer gate and exit the car park leaving the gate open for the next people.

Don't forget to pay if you haven't already!

Cars & Personal items

Please keep your speed below 5 mph whilst on site, there may be pedestrians with animals who can be unpredictable.

You are responsible for your car and own items whilst on site, we accept no responsibility for any damage, loss or theft.

Please make sure your car keys are secure, it is a big field to lose your keys on!

If you lose something please report it to staff so that if it is found we know who's it is. Do not stay on the field after your slot to retrieve lost items, jump over fences or enter other areas. This will result in you being asked to leave site.

Damage to your car or our property from your car will need to be reported and insurance details will be needed, do not leave site without reporting this.

We ask for Registration plates and number of cars attending so that we know who is on site and who should be onsite.

Equipment

Any equipment that is provided in the field is for the use of your dog/s, they must be supervised at all times as well as being fit and healthy enough to use it. If you are unsure of this you should check with a qualified vet before letting your dog/s use it.

Children or adults should not be climbing on any equipment and you are responsible for any accidents, injuries, death, or similar that occur from using any equipment. You will need to pay for any damage to the equipment.

Please do not use the equipment in extreme weathers of such as ice or snow as it may lead to injury.

Dog waste

On the field near the entrance there is a poo bin. Please do not put poo bags in the general waste bin or any other containers, just the poo bin. You are responsible for cleaning up after your dog/s (poo bags can be purchased in reception if you forget). If you are seen, found or reported to be not picking up your dog/s poo then you will no longer be able to use the field.

If you see a poo that is not from your dog/s there are yellow flags near the entrance, please mark the poo and let staff know when you leave so they can clean it up.

If your dog has a loose movement on the field, do your best to clean it up with bags and then use the Safe 4 spray on it (this is hanging near the entrance & is a pink colour). This is to stop the spread of disease, let staff know on the way out so they can make sure it is fully cleaned.

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We want a field that is free from any poo which is the nicest environment for everyone, please help us to keep this a reality.

Accidents

Any accidents whether it be a person or a dog must be reported to staff before leaving or immediately on happening. You are hiring the field to walk your dog and are responsible for your dog/s and your own safety. We do have first aiders available onsite but you will need to contact the emergency services if necessary.

You are responsible for all dogs in your party, you should make sure that any dogs are socialised and ok with other dogs, any problems that happen if dogs fight will be your responsibility, you may be asked to leave and in future not bring certain dogs together. All dog fights must be reported to staff before leaving site.

Children

Any person under the age of 16 must be supervised at all times and accompanied by an adult. We accept no liability for any accidents, serious injury or death which occur from unsupervised children on site. Please keep your children under control whilst on site any damage they cause will have to be paid for and do not allow them into any unauthorised areas.

Infections/Diseases

It is your responsibility to ensure that any dog/s you bring are not suffering from any infectious disease that can be transmitted to any other dog or person. If you bring any dog/s that are showing signs of illness or infectious diseases you will be asked to leave. You should speak to a vet if you are unsure about your dog's health/welfare.

Vaccinations

All dogs must be fully vaccinated, kennel cough vaccination although advised (especially for very old or puppies/ young dogs) is not compulsory. We will take no responsibility for any illness, disease, injuries or vet bills that are a result of you hiring the field.

By making a booking you are confirming that your dog/s are up to date with their vaccinations. Staff can ask you to produce proof of this at any time.

Smoking, drugs, prescription medication & Alcohol consumption

Coxmoor House Kennels and Cattery is a NO SMOKING site and smoking paraphernalia should not be taken onto the field including vaping equipment. In case of people losing or dropping items as this may be dangerous to other owners and dogs.

No drugs or alcohol may not be consumed onsite. Anyone found to be doing so or under the influence of drugs or alcohol will be asked to leave.

You should also not be under the influence of any prescription medication which states you are unsuitable to drive or do activities.

CCTV

Coxmoor House Kennels & Cattery Terms & Conditions

Coxmoor House Kennels and Cattery operates CCTV at our facility for the purpose of maintaining Health and safety, the security of property and premises and for preventing and investigating crime. We may use the footage ourselves or if asked by an appropriate authority we may hand the footage over to them.

By booking the secure field and accepting these terms and conditions you are agreeing to be filmed on CCTV for these purposes.

Dog trainers/Dog walkers

If you want to hire the field out for business use you need to contact us directly by phone to book.

Our secure field maybe hired by dog trainers or dog walkers; it will be the dog trainer/walkers responsibility to ensure that they walk dogs that are known to each other in order to prevent any fighting.

Trainers and dog walkers must ensure that they have their own insurance and be at least people first aid trained (we will need to see proof of this before any training sessions take place on the field).

(All information will be stored and used only by Coxmoor House Kennels and Cattery. It will not be shared)

Events

Currently we do not hire out the field for events, due to a lack of car parking space available we have decided that this not something we will be offering at present.

Coxmoor House Kennels and Cattery, Coxmoor House Secure Field Hire & Coxmoor House Pet Grooming Branding

Our Logo and all branding that appears on our website, facebook page, or any other digital media or advertising is the property of Cupbrook Ltd trading as Coxmoor House Kennels and Cattery. You may not use or distribute anything that contains our logo or branding unless you have permission from us to do so.

All images and videos that appear are also our property or we have already gained permission to use them. You must ask permission if you would like to use any of these.

We will ask for your permission if we wish to use images or videos of you, if you do not want us to use digital media of yourself or your dog/s please check the 'no' option in the booking section information.

Data Protection/Privacy Policy/GDPR

Coxmoor House Kennels & Cattery, Coxmoor House Grooming & Coxmoor House Secure Field Hire are part of Cupbrook Ltd which trades under the name Coxmoor House Kennels and Cattery. This privacy policy will explain how we use the personal data we collect from you when you use our boarding services or online booking system.

What Data do we collect?

Coxmoor House Kennels & Cattery Terms & Conditions

Coxmoor House Kennels and Cattery collects the following data:

- Personal identification (Name, address, phone number, emergency contact number and email address)
- Pet/s information (Name, Breed, Year of birth, behaviour/recall/aggression information, registered veterinarian details, proof of vaccination, diet, medications, medical conditions, allergies)
- Holiday destination information & any time differences
- Car information (Registration of car/s attending site)

How do we collect your data?

You directly provide Coxmoor House Kennels and Cattery with most of the data we collect. We collect data and process data when you:

- Register online, book an appointment using the online booking system
- Call us on the phone and talk to staff
- Email us, or use Facebook messenger
- Talk to staff on site
- Use or view our website through browser cookies

We may also receive your data indirectly from:

- Someone who knows you booking on your behalf or adding you to their booking

How will we use your data?

Coxmoor House Kennels and Cattery collects your data so that we can:

- Process your order, allow you to make bookings, manage your account
- Ensure the safety of your pet/s whilst on site
- Ensure the safety of you, staff and other members of the public whilst on site
- Contact you with offers for other products, by email, Whatsapp or Facebook messenger
- Contact you with images or video of you and your pet/s
- Use images or video of you and your pet/s for digital marketing or marketing purposes (if you have given permission for us to)

When we process your order or booking, third party sites such as the secure payment system (Square) or the online booking systems (Acuity & Revelation Pets) may be sent your data. Credit reference agencies may also be sent your data to protect against fraudulent purchases.

We will share your information with our current groomer with your permission.

We will not share your data otherwise.

How do we store your data?

Coxmoor House Kennels & Cattery Terms & Conditions

At Coxmoor House Kennels and Cattery we complete a DPIA (Data Protection Impact Assessment) every 3 years or sooner if needed. We store your data through third party sites such as Acuity scheduling, Square payment and Revelation Pets which have their own built in security. Any computer storage is on an external hard drive which is removed and stored securely when not in use. The internet access point is secure, the computer is also secure and both are password protected. There is also anti-virus & anti malware software installed on the computer with regular scans being carried out.

Any hardcopy information is kept locked away and is only used for booking purposes by trained staff members.

We will keep your data for no more than 7 years after you are no longer an active user of our services. This will be reviewed at the end of each tax year. Once this period has expired we will shred any hard copies and delete any digital data we have of yours. Images and video that we have taken or you have given us permission to use will be kept on external storage as our intellectual property for advertisement purposes.

Marketing

Coxmoor House Kennels and Cattery would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

- Coxmoor House Secure Field Hire
- Coxmoor House Pet Grooming
- Coxmoor House The Shop

If you have agreed to accept marketing, you may always opt out at a later date.

You have the right at any time to stop Coxmoor House Kennels and Cattery from contacting you for marketing purposes or giving your data to other members of Cupbrook Ltd.

If you no longer wish to be contacted for marketing purposes please email us with your name, pet/s name and the email address you set up any accounts with stating you no longer wish to be contacted for marketing purposes @
coxmoorkennelsandcattery@gmail.com

What are your data protection rights?

Coxmoor House Kennels and Cattery would like to make sure that you are fully aware of all of your data protection rights.

Every user is entitled to the following:

The right to access – You have the right to request Coxmoor House Kennels and Cattery for copies of your personal data. We may charge you for this service.

The right to rectification – You have the right to request that Coxmoor House Kennels and Cattery correct any information you believe is inaccurate. You also have the right to request Coxmoor House Kennels and Cattery to complete information you believe is incomplete.

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The right to erasure – You have the right to request that Coxmoor House Kennels and Cattery erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Coxmoor House Kennels and Cattery restrict the processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Coxmoor House Kennels and Cattery transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us

By email: coxmoorkennelsandcattery@gmail.com

By phone: 01623753174

By writing: Coxmoor House Kennels and Cattery
Derby Road
Kirkby-In-Ashfield
Nottinghamshire
NG17 7QN

What are cookies?

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information visit www.allaboutcookies.org

How do we use cookies?

Coxmoor House Kennels and Cattery uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website
- Quicker future logging in

What types of cookies do we use?

There are a number of different types of cookies, however our website uses:

- **Functionality:** Coxmoor House Kennels and Cattery uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising:** Coxmoor House Kennels and Cattery uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device and your IP address. Coxmoor

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House Kennels and Cattery sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser not to accept cookies and www.allaboutcookies.org tells you how to remove cookies from your browser. In a few cases, some of our website features may not function properly as a result.

Privacy policies of other websites

The Coxmoor House Kennels and Cattery website contains links to other websites. Our privacy policy applies only to our website, so if you click a link to another website you should read their privacy policy.

Changes to our privacy policy

Coxmoor House Kennels and Cattery keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 20th February 2022.

How to contact us

If you have any questions about the privacy policy Coxmoor House Kennels and Cattery, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

By email: coxmoorkennelsandcattery@gmail.com

By phone: 01623753174

By writing: Coxmoor House Kennels and Cattery
Derby Road
Kirkby-In-Ashfield
Nottinghamshire
NG17 7QN

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Coxmoor House Kennels and Cattery has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office using this link:

<https://ico.org.uk/global/contact-us/>

Or by phone: 0303 123 1113