



Coxmoor House Kennels & Cattery Terms & Conditions

Contents

1 Covid 19

2 Health and Wellbeing

- 2.1 Infectious diseases
- 2.2 Medical conditions
- 2.3 Diagnoses of conditions
- 2.4 Medication disclosure
- 2.5 Medication packaging
- 2.6 Medication agreement
- 2.7 Medication injections/diabetes
- 2.8 Aggression in pets
- 2.9 A pet passing away

3 Vaccinations & Prophylaxis

- 3.1 Prophylaxis meaning
- 3.2 Veterinarian registration
- 3.3 Pets that are not vaccinated
- 3.4 Vaccination proof dogs

3.5 Dogs must be vaccinated against:

- 3.6 Kennel cough vaccination
- 3.7 Vaccination proof cats

3.8 Cats must be vaccinated against:

- 3.9 Checking vaccinations by calling the vets
- 3.10 Flea & Worming
- 3.11 Active fleas on a pet

4 Veterinary Care and Damage to Property

- 4.1 Veterinary Insurance
- 4.2 Veterinary Care
- 4.3 Non-disclosure of conditions, illnesses or diseases
- 4.4 Reporting of insurance claims
- 4.5 Loss or damage of items bought in with pets

5 Dual Occupancy

- 5.1 Disclosure agreement
- 5.2 Switching from dual occupancy to separate pens
- 5.3 Accidents or Injuries in a shared pen
- 5.4 Separating pets from shared pens

6 Billing & Charges

- 6.1 Price increases
- 6.2 Annual price increases
- 6.3 Overnight boarding charges arrival
- 6.4 Overnight boarding charges departure
- 6.5 Half day boarding
- 6.6 Full day boarding

7 Prices

- 7.1 Current prices
- 7.2 Booking confirmation

8 Deposits

- 8.1 Paying a deposit for a booking within 14 days of drop off
- 8.2 Paying a deposit for a booking that is more than 15 days from drop off
- 8.3 Example prices for deposits
- 8.4 Methods of payments accepted for deposits

9 Cancellations

- 9.1 Contacting to cancel a booking
- 9.2 Cancelling a booking that is 60 or more days away from drop off
- 9.3 Cancelling a booking that is 59 to 30 days away from drop off
- 9.4 Cancelling a booking that is 29 to 15 days away from drop off
- 9.5 Cancelling a booking that is 14 days or less away from drop off

10 Changes

- 10.1 Making a change to a booking
- 10.2 Changing a booking that is 60 or more days away from drop off
- 10.3 Changing a booking that is 59 days or less away from drop off
- 10.4 Collecting pets early

11 Opening hours, Drop off & Collection

- 11.1 Driving onsite
- 11.2 Drop off, collection times & outside of these times
- 11.3 Who can drop off or collect
- 11.4 Where to park when dropping off
- 11.5 What to do with pets on arrival
- 11.6 What to do if there is a queue for reception
- 11.7 Anyone under 16 onsite
- 11.8 Permitted areas onsite

- 11.9 Once a drop off or collection has taken place
- 11.10 Responsibility for vehicles, contents & belongings
- 11.11 Amendments to opening hours
- 11.12 Owners going with pets to their accommodation

11.13 Permitted items for dogs

11.14 Permitted items for cats

- 11.15 Photographs of pets

12 Additional Fees

- 12.1 Baths
- 12.2 Extra Care
- 12.3 The Groomer
- 12.4 Delivery & collection of pets

13 Conduct

- 13.1 Abusive behaviour
- 13.2 Smoking & vaping onsite
- 13.3 Drugs & Alcohol
- 13.4 Prescription Medication

14 CCTV

- 14.1 What our CCTV is used for
- 14.2 CCTV agreement

15 Complaints

- 15.1 Discussing pets or other at busy times
- 15.2 How to make a complaint
- 15.3 The complaints process
- 15.4 Conclusion of the complaints process

16 Copyright

- 16.1 Logo & usage
- 16.2 Images & videos

17 Conclusion

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.

1 Covid 19

The government has removed remaining domestic restrictions in England. There are still steps you can take to reduce the risk of catching and spreading Covid 19:

- Get vaccinated
- Let fresh air in if meeting indoors, or meet outside
- Consider wearing a face covering in crowded, enclosed spaces

You are responsible for following your local Covid19 restrictions and you must follow all of our Covid19 safety advice whilst onsite. You must follow all current guidelines concerning Covid 19.

2 Health and Wellbeing

2.1 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.

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

2.3 Any conditions, illness, disease, injury or other health issues must be diagnosed by a registered veterinarian & reported to us within 3 days from the

leaving date of the pet/s from their stay. After 3 days from the collection date or if not diagnosed by a registered veterinarian, then all insurance claims will be refused.

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

2.5 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 premixed in with food. There must be enough medication to cover the entirety of the pet/s stay at Coxmoor.

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

2.7 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.

2.8 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.

2.9 In the unfortunate event of a pet passing away this can happen in a couple of ways. The first being that the pet was already ill, this was known or already reported to the owner and the pet was under their veterinarian. The second being unexpected so the owner and veterinarian were not aware.

Coxmoor staff will make every effort to contact the owner or emergency contact as soon as possible. The pet will then need to be taken to their veterinarian at which point the owner can speak with the vets to decide what they would like to happen with their pet. Our insurance will cover the cost of the trip to the vets however it will not cover the storage or cremation of a pet.

3 Vaccinations and Prophylaxis

3.1 Prophylaxis meaning: treatment given or action taken to prevent disease

3.2 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 have permission to take pet/s to their registered veterinarian & the vet has permission to treat the pet/s.

3.3 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.

3.4 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.

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

3.6 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.

3.7 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.

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

3.9 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.

3.10 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.

3.11 In the event of pets having active fleas Coxmoor staff will contact the owner or the emergency contact to explain this and then work out a plan of action. This may involve contacting the veterinarian and re-treating the pet/s. This will be at the expense of the owner.

4 Veterinary Care and Damage to Property

4.1 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.

4.2 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.

4.3 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.

4.4 Any conditions, illness, disease, injury or other must be diagnosed by a registered veterinarian & reported to us within 3 days from the leaving date of the pet/s from their stay. After 3 days from the collection date or if not diagnosed by a registered veterinarian, then all insurance claims will be refused.

4.5 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.

5 Dual Occupancy

5.1 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 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. This is completed & covered through the online booking system.

5.2 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.

5.3 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.

5.4 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.

6 Billing & Charges

6.1 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.

6.2 To explain the price increases here are some examples:

Example 1. Holiday date 20th to 27th June 2026, Date that the booking is made is April 20th 2026, the holiday will be charged at 2026 prices released on May 1st 2025.

Explanation. Date the booking is made is between December 1st 2025 to April 30th 2026 for the date of the stay to be after December 1st 2026 will be charged at 2026 prices released May 1st 2025.

Example 2. Holiday date December 27th 2026 to January 3rd 2027, Date that the booking is made is May 4th 2026, the holiday will be charged at 2027 prices released on May 1st 2026.

Explanation. Date the booking is made is between 1st May 2026 to November 30th 2026 for the date of the stay to be after December 1st 2026 will be charged at 2027 prices released May 1st 2026.

Prices will be released May 1st for the following year (eg. May 1st 2026 for 2027 prices) for bookings made in advance for the following year starting December 1st (eg. December 1st 2026) of that year.

Example 3. Holiday date November 20th to 27th 2026, Date that the booking is made is November 5th 2026, the holiday will be charged at 2026 prices released May 1st 2025.

Explanation. Bookings made for a date of stay between May 1st & November 30th 2026 will still be charged at 2026 rate.

6.3 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.

6.4 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.

6.5 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 balance is required to be paid at the time of booking. The same Cancellation & Changes policy applies.

6.6 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).

7 Prices

7.1 Prices are correct as of May 1st 2025 (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	£20.80	£28.00	£39.00
2	£28.00	£35.00	£58.00
3	£35.00	£42.00	£68.50
4	£42.00	£49.00	£73.40

Cats Prices

No. of cats sharing	Price
1	£19.70
2	£29.50
3	£35.00
4	£40.00

7.2 When a booking request is made by phone, email, in person, or through the Facebook messenger app, or any other means you do not have a booking until the deposit has been paid and a member of staff has verified this in person, verbally, through email, through the Facebook messenger app or through the online booking system. The booking system is now up & running so all bookings should be made through this. You can make an account using this link:

<https://eu.revelationpets.com/bookerv2/34y38s36na>

8 Deposits

8.1 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.

8.2 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)

8.3 Example: Prices are correct as of May 1st 2025 (Prices increase May 1st every year)

No. of Dogs (Per pen)	Cost per day	Duration of stay	Deposit required
1 Dog	£39.00	1 to 7 days	£39.00
1 Dog	£39.00	8 to 14 days	£78.00
1 Dog	£39.00	15 to 21 days	£117.00
1 Dog	£39.00	22 days or over	£156.00
2 Dogs (Sharing)	£58.00	1 to 7 days	£58.00
2 Dogs (Sharing)	£58.00	8 to 14 days	£116.00
2 Dogs (Sharing)	£58.00	15 to 21 days	£174.00
2 Dogs (Sharing)	£58.00	22 days or over	£232.00
3 Dogs (Sharing)	£68.50	1 to 7 days	£68.50
3 Dogs (Sharing)	£68.50	8 to 14 days	£137.00
3 Dogs (Sharing)	£68.50	15 to 21 days	£205.50
3 Dogs (Sharing)	£68.50	22 days or over	£274.00
4 Dogs (Sharing)	£73.40	1 to 7 days	£73.40
4 Dogs (Sharing)	£73.40	8 to 14 days	£146.80
4 Dogs (Sharing)	£73.40	15 to 21 days	£220.20
4 Dogs (Sharing)	£73.40	22 days or over	£293.60

No. of Cats (Per pen)	Cost per day	Duration of stay	Deposit required
1 Cat	£19.70	1 to 7 days	£19.70
1 Cat	£19.70	8 to 14 days	£39.40
1 Cat	£19.70	15 to 21 days	£59.10
1 Cat	£19.70	22 days or over	£78.80
2 Cats (Sharing)	£29.50	1 to 7 days	£29.50
2 Cats (Sharing)	£29.50	8 to 14 days	£59.00
2 Cats (Sharing)	£29.50	15 to 21 days	£88.50
2 Cats (Sharing)	£29.50	22 days or over	£118.00
3 Cats (Sharing)	£35.00	1 to 7 days	£35.00
3 Cats (Sharing)	£35.00	8 to 14 days	£70.00
3 Cats (Sharing)	£35.00	15 to 21 days	£105.00
3 Cats (Sharing)	£35.00	22 days or over	£140.00
4 Cats (Sharing)	£40.00	1 to 7 days	£40.00
4 Cats (Sharing)	£40.00	8 to 14 days	£80.00
4 Cats (Sharing)	£40.00	15 to 21 days	£120.00
4 Cats (Sharing)	£40.00	22 days or over	£160.00

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

9 Cancellations

9.1 If you require a booking to be cancelled, you must notify the business by phone, email, in person or through the online booking system. 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.

9.2 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.

9.3 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 £20 you will be charged £20 as a processing fee (this is to cover the cost of our staff processing the initial booking and processing the cancellation). You can carry the remainder of the deposit over to a future booking.

9.4 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).

9.5 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).

10 Changes

10.1 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'.

10.2 If you wish to make changes to a booking that is 60 or more days away, 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 £15 processing fee.

10.3 If you wish to make changes to a booking that is 59 days or less away, then a charge of £15 will be made each time the booking is changed.

10.4 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.

11 Opening hours, Drop off and Collection

11.1 When driving around site please keep your speed below 10 mph, 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.

11.2 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 £16.50 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 £16.50 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 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.

11.3 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.

11.4 When dropping off or collecting 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.

11.5 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.

11.6 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.

11.7 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.

11.8 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.

11.9 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.

11.10 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.

11.11 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.

11.12 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.

11.13 Permitted items for dogs

Dogs should come in with at least a lead, you may bring your own food (there is no discount for this), any medication that is required (see section 2.4, 2.5 & 2.6), treats (we do not accept rawhide & we do supply treats), if your pet has a specific bowl or slow feeder you can bring these but we already have metal, plastic and pot ones. You may also bring suitable toys, a bed (please do not bring multiple beds for 1 dog) and a reasonable amount of blankets (we do supply bedding). We do not accept anything electrical that will need plugging in such as water fountains, plug in calming devices or any calming sprays (this is for the safety of the other pets in our care). If you are unsure please speak to a member of staff.

11.14 Permitted items for cats

Cats should come in a carry case that is secure, you may bring your own food (there is no discount for this), any medication that is required (see section 2.4, 2.5 & 2.6), treats (we do supply them), if your pet has a specific bowl or slow feeder you can bring these but we already have metal, plastic and pot ones. You may also bring suitable toys, a bed or cushion and a reasonable amount of blankets (the cat pens already have an igloo with a blanket, 2 other sets of blankets & a scratch post). We do not accept anything electrical that will need plugging in such as water fountains, plug in calming devices or any calming sprays (this is for the safety of the other pets in our care). If you are unsure please speak to a member of staff.

11.15 When pets are staying at Coxmoor we can provide photographs if requested. Please note that this is not automatically provided and even when requested may not always be possible. Photographs will be provided once per pet per stay (for multiple weeks we can provide a photograph each week if requested). Please do not request photographs every day, multiple times per day or hours after dropping pets off.

12 Additional Fees

12.1 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 by the owner on drop off. We can get this done before the pet/s go home.

12.2 In the event that Coxmoor needs to provide 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.

12.3 We have a groomer who can do all aspects of grooming including claw trimming, we can arrange for the groomer to contact you if requested. Or the Groomer can be contacted directly by the owner and usually the grooming can be done during the stay of the pet/s before they are collected. Payment of the Groomer is invoiced separately to the kennels or cattery, this can be done by cash or bank transfer.

12.4 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.

13 Conduct

13.1 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.

13.2 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.

13.3 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.

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

14 CCTV

14.1 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.

14.2 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.

15 Complaints

15.1 Please understand that at busy times it is not always appropriate to discuss all aspects of pets care or topics that involve data protection. In these instances you can either wait in your vehicle with your pet/s until the busy period has passed and then speak to us, contact us by phone, email, in writing or arrange to pop in to talk to a member of staff or manager.

By phone: 01623753174

15.2 If you wish to make a complaint please do so in writing to:

Gemma Measures
(Kennel & Cattery Manager)

By email: coxmoorkennelsandcattery@gmail.com

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

15.3 Once a complaint has been made and received you will be notified of receipt of this. The complaint will then be investigated by an appropriate person and we will respond to you within 14 days of receipt of the complaint. If it is not possible to resolve the complaint within 14 days we will keep you updated with the progress.

15.4 Once concluded there will be written confirmation of this, any resolutions will be made such as transactions, services or extra paperwork. In some cases the complaint may need to be taken further or discussed with outside agencies, this will be discussed with the person making the complaint before this happens.

16 Copyright

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

16.1 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.

16.2 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.

17 Conclusion

Well done in reaching the end of the terms and conditions, hope we've covered everything. Anything that you are unsure about please feel free to ask. We look forward to seeing you and your pet/s for their stay with us.

With Thanks

The Team @ Coxmoor