



Terms And Conditions

1 . VACCINATIONS

All dogs must have an up to date vaccination certificate covering Distemper, Parvo virus , Leptospirosis, Hepatitis and kennel cough. Nasal kennel cough vaccinations MUST be administered AT LEAST 2 weeks prior to boarding, preferably longer . Hillside Dog Hotel can NOT accept a dog who has been given this form of vaccination if administered less than 2 weeks prior to boarding in accordance with Defra and Shropshire councils guidelines. A dog that has had to restart their course of vaccinations must have completed the whole course at least 2 weeks prior to boarding

Proof of parasite treatment ie worming, flea & tick control must be shown at check in.

2 . BOOKINGS AND CANCELLATIONS

Early reservations are strongly recommended to avoid disappointment , and are essential for summer, Christmas and other peak periods.

The minimum stay for all dogs is 3 days.

A 20% non-returnable deposit is required at time of booking . Any bookings taken will be provisional until deposit is paid.

3 . OPENING HOURS

Drop off / collection times – these will be arranged in advance on an appointment basis between the hours of 8.30-10.30am and in the afternoon between 4.00-5.30pm. We are open from 8.30am to 6pm to answer enquiries and bookings.

Any dog that hasn't boarded with Hillside Dog Hotel before must arrive during our morning opening hours only, to allow maximum time to acclimatise before bedtime.

No drop off or collections are available on Christmas Day, Boxing Day or New Years Day .

Other hours may be possible with prior arrangement.

4 . MEDICAL CONDITIONS / SPECIAL NEEDS

In order for us to provide the best possible care of your pet, please advise us of any pre-existing medical conditions. We can administer most medication prescribed by your vet.

5 . VETERINARY ATTENTION

Whilst animals board with us they will receive every care and attention. However they are boarded at the risk of the owner.

The management of the kennels can accept no liability. Should any animal require treatment, the management reserve the right to call a veterinary surgeon and act upon his advice, any expense incurred being met by the owner of the animal. Our veterinary surgeons are Teme Vets who are within close reach, offering a 24hr service.

6 . PAYMENTS

In the event that a dog is collected earlier than the collection date originally booked, the whole amount will be payable .

ALL deposits are non-returnable and non-transferable .

All animals are charged for the day of arrival and departure.

Ways to pay:

Card machine, cash or BACS transfer:
Account no: 00043131 Sort code: 77-30-60

7 . INSURANCE

We would advise that you insure your dog if possible.

8 . MISCELLANEOUS

Hillside Dog Hotel offer the option of either a sofa or bed be provided for your dogs stay . If this is agreed, there will be a £30 charge for any damage incurred by the dog during it's stay.

If an animal is not collected within 7 days of it's departure date and all attempts of communication with the owner or emergency contact have failed , Hillside Dog Hotel reserve the right to take the necessary steps to have the dog(s) removed from the premises and taken to an appropriate rescue facility. The owner of the dog will be liable for any extra costs incurred.

Hillside Dog Hotel accepts XL Bully type dogs for boarding, and will require a copy of their exemption certificate and owners third party insurance in accordance with the banned breed law. An overnight trial stay will be required at the owners expense.