

These terms are for the benefit and protection of your pet and other pets in our care. Please read these terms carefully and check our website for the latest version. Centennial Park Kennels will take every effort to make your pet's stay a happy one and our care and attention will ensure your pet's health, safety and welfare whilst in our care. However, all pets are placed in our care entirely at the owner's risk as there are always some things beyond our control. Where we do have any reasonable concerns or have identified possible risks then we do reserve the right to refuse admission or remove your pet from our care.

Pet Behaviour

Please notify us of any problems or undesirable behaviour your pet may have. Any damage or extra cost incurred by us by you not advising us of known problems will be payable by the pet(s) owner. We reserve the right to decline our services and cancel any booking as of immediate effect, should we determine that any pet's behaviour could put our staff or the pet at risk of injury to themselves or others. Aggressive behaviour of any nature will not be tolerated.

Pet Health

Centennial Park Kennels will take every possible precaution to ensure the health, safety and welfare of all pets in its care. We will take immediate action if a pet appears unwell either by consulting our own local vet or in some circumstances, we may contact the pet's usual vet for advice. Centennial Park Kennels will require the pet owner to pay any vet costs we incur due to sickness, injury or unexpected death. We also require that you advise us of any existing medical conditions your pet may have or treatment that it's receiving. Any medication to be administered during your pet's stay with us must be clearly detailed in writing and left in clearly marked containers.. If your pet requires further treatment whilst in our care, then you must supply us with the medication..

Cancellation & Changes Policy

All deposits for peak season bookings are fully refundable when we receive your cancellation before 1 December Cancellations made after 1st December will forfeit the full deposit paid. During the busy peak season period we charge for all days that your pet is booked to stay with us including the day in and day out, full payment is due in full on collection ..

that credit card transactions will incur a 3% surcharge). Online payments must be pre-paid and have arrived in our account before pets are released.

PLEASE NOTE It is still possible to catch diseases even if UpToDate will all current vaccinations.

We will not accept any bitch in season, in the unlikely event this occurs during your dogs stay we reserve the right to contact you and arrange

alternative boarding.

Sharing Kennels

During the Peak Season and busy periods pets may be required to share kennels and enclosures due to high demand. If we believe it is necessary to isolate your pet(s) for any reason, then this decision will be at our discretion.

Kennel Cough

The animal owner (dogs only) acknowledges that although Centennial Park Kennels take all practical steps to reduce the risk of kennel cough, and it is a mandatory vaccine for all dogs boarding within the facility, there is still a risk of contraction of kennel cough. Therefor Centennial Park Kennels does not take responsibility for the contraction of kennel cough within the facility.

PRIVACY & LEGAL POLICIES

The legal stuff

Our privacy policy is quite straight-forward. We will never sell, lend, rent, disclose or otherwise release your personal information or any information relating to your communications with Southern Comfort Kennels to any third party.

Disclaimer

Our website contains information which has been obtained through other sources of media. We willingly use these images and information with the up most respect and regard to those people responsible for producing it and endeavour to credit all those responsible. If for any reason you think we may have over looked credit where it may be due please contact us and let us know. We regard all images and information provided to us to be true and correct and rely on our sources to be honest and open with any content that we may decide to use.