



Terms and Conditions at Lumphanan Pet Hotel. Hereafter known as 'LPH'
These are for the benefit of your pet and other guests, please read carefully.

- Guests are only accepted with up-to-date vaccination records. A copy of these must be lodged with LPH on, or before, arrival. All dogs must be fully inoculated against Distemper, Hepatitis, Leptospirosis, Parvovirus and Parainfluenza, and must have had a booster injection within the previous twelve months.

- Payment must be received prior to any guest leaving the premises. LPH accept cash, cheque, credit card and bank transfer. LPH reserve the right to hold the animal until full payment is received and the extra days will be chargeable at double the normal rate.

- LPH insurance covers injury that occurs directly at the premises. It does not cover preexisting conditions. LPH will ask you to pay any veterinary costs incurred if it is determined that the illness was a long-standing condition or previously known but not declared.

LPH takes every precaution to ensure the health, safety and happiness of its guests. LPH will take immediate action if a guest appears unwell either by consulting Morven Veterinary Practice or by phoning your own vet for advice.

- LPH reserves the right to refuse admission to any animal that appears unwell without prior agreement of treatment or knowledge. We are happy to administer your pet as required, please supply adequate medication and clear instructions.

- All bookings must be confirmed by email and will be subject to a £50 deposit. We cannot hold your booking unless both are completed. LPH understand that plans change and value your custom. LPH ask that you notify them as soon as possible for the mutual benefit of all concerned.

- Cancellation Policy. We would draw to your attention that, once we have accepted your booking, a contract exists between us. The deposit paid is non-refundable. In case you might need to cancel, we strongly advise you to ensure that your visit is covered by adequate insurance.

If you have to cancel. If you have given us at least 1 weeks notice of cancellation, your deposit will not be refunded, but there will be no further charge. If you fail to arrive, without giving a minimum of 1 weeks notice, 100% of the room rate for the booked period (less the value of your deposit) will be due. In the event of a stay being cut short for any reason, the full balance of the confirmed booking will be due.

- LPH reserve your dogs' accommodation for the entire period of their stay, regardless of the time you choose to drop off or collect your dog, therefore all charges are per day and include the day of arrival and departure.
- Should you be unable to collect your pet in person LPH must be notified in advance and the representative must bring proof of identity, a signed letter from the owner and, if appropriate, payment before the pet will be released.
- Dogs must be dropped off between 10am and 7pm. Any owners wishing to collect outside of these hours may do so only by arrangement with LPH.
- In the event of an animal not being collected or boarding fees not being paid LPH may hand the dog/dogs over to appropriate authority after giving 7 days' notice to the owner, or his representative, at their last known address.
- All dogs must be fitted with a collar, tag and lead in line with the legal requirements for dog ownership and these must be securely fastened.
- LPH encourage our guests to bring their own bedding, toys and other comfort items, however, these are all left at your own risk.
- LPH encourages you to discuss and notify them of any problems or undesirable behaviors your pet may have due to previous experiences. Any damage or extra cost incurred due to LPH not being aware of these will be charged as necessary.
- LPH accepts no liability for the storage of medication.
- LPH cannot be held responsible for any loss or damage to vehicles or property, howsoever caused, whilst on the premises.