

Policies and Procedures

Terms & Conditions

Misbourne Valley Cattery, Kennels and Bunny Hotel are licenced by Buckinghamshire County Council to board up to 38 cats and 16 dogs.

The welfare of your animal(s) is paramount to us at Misbourne Valley Cattery, Kennels & Bunny Hotel so we would ask you to take time to read the following Terms and Conditions.

Whilst every care and effort is made to ensure the health and wellbeing of all animals, animals are boarded entirely at their owners risk and upon acceptance of our terms and conditions. Any person entering the premises do so at their own risk if you are accompanied by children you must always keep them under control.

*Us & We refers to Misbourne Valley Cattery, Kennels and Bunny Hotel
you, your pet, the animal, or your animal refers to the pet or pets described on our booking form.*

Staff

Our staff undergo intense training from accredited providers to enable us to offer the best possible care for your pets. We have completed a broad range of animal related qualifications, including but not limited to cleaning and hygiene, health and safety, disease, infection and injury prevention, animal welfare (species specific) behaviour identification skills, human and animal first aid. Further details can be provided upon request.

We have annual 1-to-1 meetings with all staff, where qualifications are reviewed and updated. Staff are encouraged to consider long-term professional development to further their skills in animal husbandry.

New staff members are given a full induction, where they are made aware of our policies and procedures. New staff will not be left alone with animals until a full induction has been completed.

Environment

Our animal housing is constructed and maintained with the welfare of the animals in our care as paramount.

The needs of specific animals are considered where we do our utmost to accommodate pets' individual needs.

Our buildings are constructed to be robust, safe, and durable as well as hygienic and comfortable.

We have an ongoing maintenance, renewal and rebuilding regime which ensures minimum risk of injury, illness, and escape.



Prevention of the spread of disease or infection

No animal suffering from, or suspected to be suffering from, any infectious or contagious disease can be accepted. We reserve the right to refuse admission to any animal showing signs of ill health pending advice from a Veterinary Surgeon. Owners will appreciate that this is essential to safeguard the health of all animals boarded.

Should an animal in our care show signs of suffering from an infectious or contagious disease they will be immediately transferred to our vets, **Arden House Animal Hospital** who provide isolation facilities. You will then be contacted. Please refer to the emergencies section for our next steps.

On the front of each individual enclosure will be the booking form, a daily observation record, and a laminated boarding card which clearly identifies the resident animal.

Each unit must have its own set of tools, food and equipment which will remain in that unit and be cleaned after each use:

- Wet & Dry food – normal and sensitive
- Clean plastic bowls
- Cat litter (in catteries)
- Puppy mats (in kennels)
- Toys and other enrichment equipment
- Black bags
- Yellow bags
- Aprons
- Latex gloves
- Blue roll and rags
- Clean bedding
- Chemicals used to disinfect:
 - Anigene HDL4 – 4 pumps to 10 litres of water; 1 pump for spray bottles (750ml)
 - Anigene NaDCC – 1 tablet to 2.5 l of warm water.

All food and equipment must be fully restocked after cleaning

Aprons and latex gloves must be worn during cleaning of each pen. This will be disposed of immediately upon leaving each pen.

All vet bed must be removed daily for washing. Used vet bed to be placed in the 'used' bin ready for washing. Other soiled and dirty bedding should be disposed of in yellow bags as appropriate.

The staff will remove bed, fleeces, bowls, toys etc from the enclosure and spray the walls, doors, shelves, and floor if needed with our specified disinfectant.

If bedding is soiled or dirty, we will put it into the wash and replace as needed.

Litter trays are cleaned and emptied as needed then disinfected and cleaned with our specified products. Once dry, they are sprayed with our specified products and left to dry once again.

Enclosures are swept, hosed, and cleaned - including walkways and floors. All surfaces are sprayed.

Finally, all bedding, toys etc back and empty the water bowl and refill, and feed, as necessary.

Deep Clean

When an animal goes home, the enclosure is deep cleaned. This ensures that any bacteria left by the previous cat is killed off before another animal goes into that pen.

The deep clean is the same as a regular clean, apart from the walls, floors, shelves and sneeze barriers will be mopped with our specified products.

All bedding will be taken in to wash.

All litter trays are removed and sterilised.

All food bowls are cleaned in a designated sink, with our specified products.

NB: For tested positive areas we will refer to disease manual for correct cleaning agent and strength requirements.

Waste disposal

Only faecal matter should be disposed of into a yellow bag then placed in the freezer shed it should be black cable tied and a label placed on the bag with the address and then it can placed in the freezer.

All other waste goes into black bags and is disposed of into the metal container behind the cabin. Please insure that the door is securely closed behind you.

All animal bodies to go in size specific body cremation bags, paper work must be filled out for CPC, and placed in freezer.

At least once a week load the silver van with the rubbish and take to the tip at Harefield. The sheds should be then swept and disinfected. Every Monday the freezers get emptied the tops and floor of the freezer shed should be disinfected.

Vaccinations

An up-to-date vaccination card must accompany all guests, both canine, feline, and other; a copy of this card has to stay on site for the duration of your pet's stay with us. We may not be able to accept your pet if this card is not present at time of arrival. No refund will be made if this is the case.

- Dogs require Canine Distemper, Canine Parvovirus, Infectious Canine Hepatitis, Canine Leptospirosis and Canine Influenza
- Cats require Cat flu (feline herpesvirus and feline calicivirus) and feline enteritis (feline panleukopenia virus)
- Rabbits require Viral Haemorrhagic Disease (VHD) and Myxomatosis

We reserve the right to charge an administration fee for obtaining your pet's vaccination records from your veterinary surgery.

Fleas & Worms

We take a great deal of care to ensure that our facility remains a safe haven from fleas and worms, so your animal does not contract them whilst staying with us. An effective flea management programme requires treatment by a vet-recommended formula every 4-5 weeks. If your animal is not on a regular flea treatment programme, please apply a flea treatment such as Frontline just before your pet comes to stay with us.

If your animal has not been wormed within the three months prior to staying with us, please administer an appropriate worming treatment before boarding commences.

If we find that an animal boarding with us has arrived with fleas and/or worms, we will administer an appropriate treatment, the cost of which will be payable on collection of your pet.

Personal Belongings

We cater for everything your pet needs. Bedding, baskets, litter & litter trays collars, leads, identification tags, food and water bowls and enrichment apparatus. We use only the best quality, equipment which is sanitised daily to ensure the safety and security of your pets. Therefore, for reasons of hygiene we do not recommend you bringing personal belongings with your pets, such as bedding and toys from home.

If however it is essential that they have belongings, items must be in a clean and parasite free condition when being left with us. We do not accept any responsibility, financial or otherwise, for damage to or loss of owner-provided collars, beds, bedding, toys, cages etc. We cannot guarantee that we will return any personal belongings left on site while you are away.

You are welcome to leave your pet carriers on site while you are away. We require these to be clearly marked with the owner's name and address. We reserve the right to refuse unsafe pet carriers.



Animal handling and interaction

Feeding your Pets

Dogs are fed, in their outdoor runs, breakfast between 7:30am and 8:00am and dinner at 3:00pm.

Cats are fed breakfast between 8:00am and 8:30am and dinner at 4:00pm.

We feed a fully balanced diet to all dogs and cats, details available upon request.

We have no objection to you supplying your own food; there is no discount for providing your own food due to the added time preparation time. Please discuss any special dietary, exercise or medical requirements when making a booking. Food containers or bags should be clearly marked with your pet's name. We do not accept any responsibility for any negative effects of customer supplied food. We cannot guarantee any remaining food or food containers will be returned at the end of the boarding period.

Enrichment

As Misbourne Valley Cattery, Kennels and Bunny Hotel we pride ourselves in the care we offer animals during their stay. We offer a generous enrichment plan that includes toys, puzzles, physical apparatus, games. We know that human time is imperative to your pet's wellbeing, so we use every opportunity to give them our attention!

Dog Walking

Dogs are walked twice daily. Once 1 hour after food and a second time 1 hour before bed.

Dogs will not be walked if the owner has told us not to, or if there is a medical reason behind why not, such as kennel rest.

Dogs are not socialized while they are staying with us, unless they are from the same household and residing in the same kennel.

All dogs have access to their indoor kennels as well as their outdoor runs to stretch their legs. For reasons of security, access to outdoor runs may not be possible at night. The dogs are not confined to their indoor kennel in the day.

Kennelling Young Dogs under the Age of one year old.

Dogs under the age of one year old must have had their booster vaccinations completed before they arrive.

Puppies require a lot more attention such as exercise and mental stimulation. Therefore, we provide a wide range of boredom breakers such as kongs/treat balls, puzzles, tunnels, and physical apparatus.



We will provide additional exercise for these young dogs, however exercise for these young dogs will be restricted to ensure they do not hurt themselves as their bones will still be growing.

Younger dogs also need significantly more human interaction which will be provided by our kennel staff. Staff will sit in kennels regularly with enrichment and handling opportunities throughout the day.

Daily Monitoring

We take regular observations of the behaviour and condition of animals in our care. These observations are recorded throughout the day.

Any changes in behaviour are noted and steps are taken to address any issues that arise.

All staff regularly monitor your animal's health through daily health checks. Your pet's eyes, nose, ears and mouth will be checked to ensure they are clean and happy.

If we find your pet has a runny nose, gunky eyes or anything else that may be abnormal for that animal, we will call you to let you know. Our well-trained staff are qualified to decide if your pet needs to see our vet.

What may be normal for your pet may not be normal for us, so anything you think we may need to know – let us know.

We do not want to have to call you unnecessarily while you are away, so please let us know of ANYTHING we may need to know! Eg: (prone to ear infections, any warts/bumps, etc).

Medication

Please note that we are happy to accommodate animals on medication. Your pet's welfare is our foremost priority. We can administer medication, but this may incur extra charge. Any extra charges will be agreed with you prior to taking the booking.

All medications must be presented in containers displaying a veterinary labelled clearly with name and dosage instructions. It is the owner's responsibility to leave enough medication to cover the length of the visit.

We are experienced in caring for diabetic cats including those requiring insulin injections.

We will administer medication to manageable animals. We can take no responsibility for the outcome, or any effects your animal may suffer, if we are unable to administer any medication due to your animal(s) becoming aggressive or likely to cause harm to the staff or themselves, in this instance we will seek veterinary advice. Any costs incurred will be payable by the owner on collection of the animal(s).

Emergencies

We will always attempt to notify owners of our intention to seek medical attention for their pets, however this is not always possible beforehand, and your pet's welfare is our primary concern. We require an emergency contact number for your pets while you are away. We will contact this number if we are unable to contact you.

Should it be deemed necessary to seek veterinary assistance all veterinary fees are the responsibility of the client and are payable when the animal is collected. We have a strong relationship with our veterinary surgery **Arden House Animal Hospital**.

In the event of a death of one of the animals boarding on our premises every attempt will be made to contact the owner and/or designated emergency contact. Our vet will be immediately contacted, and the carcass will be stored within our onsite storage facility.

In the highly unlikely event of an escape of one of the boarding dogs or cats from the premises, the owners will be alerted, every attempt will be made to locate the animal including informing local social networking sites and contacting relevant services.

Insurance

Your pet is covered by our Pet Insurance whilst in our care up to our policy maximum. This insurance does not cover pre-existing conditions.

Our insurance will only cover veterinary treatment for an illness or injury that has occurred at Misbourne Valley Cattery, Kennels & Bunny Hotel, or that first shows clinical signs within 48 hours of leaving the us. Receipts for veterinary treatment must be submitted to us within 14 days of the animal's departure.

Animals requiring emergency treatment during their stay with us will be taken to **Arden House Animal Hospital** who will consult with the customers vet if necessary and possible. Upon our clients' request, we will endeavour to take your pet to their regular veterinary surgery.

Transporting animals on and off the premises

While any animals are boarding with us, they will not be taken off site unless they need veterinary attention.

Dogs will be transported in secure, and safe crates which are secured in the back of a car or van. The crates will be disinfected and cleaned after every vet trip.

Cats will be transported in individual secure cat baskets, which will be secured in the back of the car.

Dogs and cats going to the vets will have our ID Tag on their collar. If the dog/cat does not come in wearing a collar, we will put one on them to wear the tag.

No animals will be left in the car unattended.



Fees

All fees are to be charged on a 'per day' basis. This includes both the day of arrival and departure. This allows you to drop off or pick up your pet at a time that suits you, within our opening hours.

Fees must be paid in full on the day of collection.

Fees are inclusive of bedding, food, and heating for your pet.

Fees can be paid either by Cash, Cheque or by bank transfer.

Refunds

We do not offer refunds unless an error has been made during booking which is attributable to a fault by Misbourne Valley Cattery.

We may make an exception in extreme circumstances. We will make every effort to be both fair and accommodating.

Pet Boarding Extensions

We appreciate that our customer's plans can change, and your reservation dates could need to be extended. Please call us if you cannot pick up your pet on the scheduled date.

In most circumstances extending the boarding period will not be a problem, please understand that during busy periods we may not be able to accommodate another boarder, in this event we will discuss arrangements with you.

We reserve the right to charge customers a late collection fee if they do not collect their pets on the specified collection day and do not give us adequate notice beforehand. If you fail to collect your pet within 14 days of the scheduled departure date, and you have not made arrangements to extend the boarding period and are uncontactable by phone, we will look into rehoming your pet.

Cancellation Policy

Cancellation of the full booking within 7 days of the commencement of the booking will result in the full boarding fees being due for payment. Cancellation of the full booking within 8 to 14 days of the commencement of the booking will result in 50% of the full boarding fees being due for payment. Arrivals and Departures

Animals will only be accepted or returned during our opening hours unless by specific arrangement. Payment Full Boarding Fees are required on collection. Payment can be made by Cheque, Cash, or bank transfer.

There are no discounts for early collections. In the event of owners returning before the end of the boarding period booked, the full period booked will be charged. Any additional costs incurred by us, such as flea treatments, etc., are also payable upon collection of your pet(s).

