



Austinview Kennels

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Operating Hours:

Mon - Fri 8h30 to 10h30 & 15h30 to 17h00

Sat 8h30 to 10h30

Sun 16h00 to 17h00

Public Holidays Closed

AUSTINVIEW KENNELS TERMS AND CONDITIONS / OPERATING HOURS

OPERATING HOURS:

Monday to Friday 08h30 to 10h30 and 15h30 to 17h00. Saturday 08h30 to 10h30. Sunday 16h00 to 17h00. Closed on Public Holidays. Visits by prior appointment only. The admission and release of dog(s) are within the operating hours by pre-arrangement only.

TERMS AND CONDITIONS:

1. The risk of loss of life, injury or damage to the dog(s) shall remain with the owner from the time when the delivery has been made to the kennels. It is expressly agreed that the kennels, its proprietor and employees, shall not be liable for any loss of life, injury, illness to dog(s), damage loss, injury or expense of any sort or kind caused directly or indirectly to any persons or the dog(s), and such liability whether general, special, consequential or otherwise arising out of or due to any of the acts, omissions, negligence, default of the kennels its proprietor or its employees whether at common law, by statute or otherwise and whether arising from any condition, representation or warranty (express or implied), all of the above being expressly excluded.
2. The kennels shall have the sole discretion to decide whether the services of a veterinary surgeon are reasonably required for any dog(s), and in the event of any veterinary surgeon administering any treatment or making any other attendance upon the dog(s), all fees and costs incurred will be the responsibility of the owner and will be added to the owner's statement of account and shall be claimable hereunder. The veterinary surgeon shall be the kennel's usual veterinary surgeon, or such veterinary surgeon as may be nominated by the kennels and no other. The owner hereby waives, renounces and rejects any claims it may have against the kennels, its proprietor and employees or the veterinary surgeon arising out of any services rendered hereunder.
3. Unless specifically notified in writing at the time of the booking as to the illnesses, defects and physical condition of any dog(s), the kennels shall be entitled to assume that the animal is in good health and condition when delivered to the kennels. The owner is required to advise the kennels on any change in the dog(s) state of health from the booking date until check in of the dog(s).
4. Payment for kennelling shall be due in full, in advance at the time of booking. Fees are charged inclusive of arrival and departure days unless dog(s) are collected BEFORE 09h00 on day of departure. The owner acknowledges responsibility for the full costs of the boarding booked whether the dog(s) is accommodated or not. The reservation is not subject to cancellation or variation, unless same is received by the kennel in writing two weeks before booked check in date and subject to kennel availability. Any accepted cancellation (at the sole discretion of the kennel) of a booking shall attract a 20% cancellation fee. No refund shall be entertained for the cancellation of a booking where any days booked fall partly or fully between a) 10 December and 10 January and/ or b) the Easter period between Thursday and Monday inclusive.
5. Monthly boarders must be paid for monthly in advance and in the event of payment not being made on due date, or in the absence of notification or payment having been made on due date, the kennels reserve the right to re-home / dispose of your dog(s) in any way the kennels may deem fit and claim full payment including costs of relocating / disposing of the dog(s). Short term stays where dog(s) are not collected on departure date where no prior arrangements have been made the kennels reserve the right to re-home/ dispose of dog(s) in any way the kennels deem fit and claim full payment including costs of re-locating / disposing of the dog(s).
6. Any additional costs incurred during the dog(s) stay will be payable at time of collection of dog(s), and dog(s) will not be released without full payment. Costs of relocating dog(s) if applied are for the owners account. Dog(s) will not be released until full payment has been received. All deposits are non-refundable. Early departures will at no time or under any circumstances be credited or refunded. No dog(s) will be admitted or released out of operating hours at any time. Arrival & departures are by pre-arrangement only.
7. No dog(s) will be admitted entry to the kennels unless all vaccinations are current in terms of our published vaccination protocols / requirements as contained on our website. In the event of either the owner or the kennel cancelling the booking due to the owner's non-compliance with the vaccination protocols / requirements, no refund of any monies paid, or a credit shall be entertained by the kennels. All dog(s) will be treated for internal and external parasites (ticks, fleas and deworming) and billed to the owner's account, payable in advance. Only registered veterinary signed vaccinations will be accepted and no other. No exceptions to this. A copy of the vaccination certificate is required at the time of the checking in. Original vaccination certificate to be presented at checking in time.
8. Whilst every care is taken to ensure personal effects remain in good condition, the kennels will not be held responsible for damage or loss of any such goods. No dog(s) will be released to any third party unless by written request / consent by the owner.

The owner of the dog(s) submitting an on-line booking request accepts and agrees to be bound by the terms and conditions as stated herein, which together with the on-line booking request (and any amendment(s) thereto) is the sole basis of the contract between the owner and Austinview Kennels. Booking is on the conditions as contained herein.

THE TERMS & CONDITIONS AS STATED ABOVE ARE PUBLISHED ON OUR WEBSITE FOR PERUSAL/ READING BY OUR CLIENTS AT THE TIME OF SUBMITTING AN ON LINE BOOKING REQUEST.

Updated: June 2018