

**BOGMOOR KENNELS BOOKING FORM****OWNERS DETAILS**

|          |        |
|----------|--------|
| Name     |        |
| Address  |        |
| Tel. No. | Mobile |
| Email    |        |

**EMERGENCY CONTACT DETAILS**

|          |        |
|----------|--------|
| Name     |        |
| Address  |        |
| Tel. No. | Mobile |
| Email    |        |

**PETS DETAILS** (please complete additional forms if more than one dog)

|  |                                     |
|--|-------------------------------------|
| Name   | Sex                                 |
| Age  | Breed                               |
| Spayed/Neutered?   | Microchip number                    |
| Date & brand of last worming   | Date & brand of last flea treatment |
| Will supply own food? Y / N  | Will supply own bedding? Y / N      |
| Allergies? If so, please give details  |                                     |
| Medical history  |                                     |
| Medication - details and frequency   |                                     |
| Usual Brand of Food and Quantity<br>Given Per Meal   |                                     |
| Usual Feeding Times  |                                     |
| Any other information or special requirements useful for their stay with us  |                                     |
| <b>If you have multiple dogs do you give permission for your dogs to be housed together?</b> Yes / No<br>(Your dogs may later be separated if behaviour requires this, as in our Terms & Conditions) |                                     |

**VETERINARY DETAILS**

|           |        |
|-----------|--------|
| Vets Name | Tel No |
| Address   |        |
|           |        |

**INSURANCE DETAILS**

|                    |               |
|--------------------|---------------|
| Insurance Provider | Policy Number |
|--------------------|---------------|

|  |                          |
|--|--------------------------|
| <b>Date of arrival</b>   | <b>Date of departure</b> |
| <b>Time of arrival</b>   | <b>Time of departure</b> |
| By signing below, you agree to our terms and conditions, privacy policy, and vaccination protocol (see over) |                          |
| Signed   | Date                     |

**Please respect our agreed dropping off time as our gate will be locked at all times unless by prior arrangement. Please adhere to our agreed departure time or keep us informed if this will change.**

We are open for boarding collections and drop-offs from 8am to 6pm by prior arrangement only.

**Current boarding prices 2025: £40 (Monday - Friday); £45 (Saturday); £55 (Sunday & Bank Holidays).  
For 2nd/3rd dog sharing, 40% discount on the above prices.**

## **TERMS AND CONDITIONS**

Your pet can only be accepted for boarding or day care if it is in good health and you are able to produce BEFORE YOUR ARRIVAL a Certificate or Vaccination card confirming your pet's inoculations are up to date. All dogs must be vaccinated against canine parvovirus, canine distemper, canine adenovirus / infectious canine hepatitis, canine leptospirosis and kennel cough. No dog can be accepted for boarding or day care unless it has been inoculated. All dogs must be microchipped.

Any current or ongoing problems with a pet's health or temperament must be notified to us at the time of booking. We reserve the right to refuse any pet that we consider to be of an unreliable temperament, or sick at the start of boarding.

Shared accommodation – We will require your written permission to house more than one pet from the same household in shared accommodation. Please confirm on the form overleaf..

Should it be necessary at our discretion for a vet to be called for any health condition existing prior to arrival, all fees incurred are the responsibility of the owner. All pets should have been wormed and treated for fleas recently with a licenced veterinary product. Should any pet on arrival require treatment for internal or external parasites then a charge will be levied equivalent to the cost to us of the treatment required.

All pets boarded are insured whilst in our care, excluding fees or death in connection with any condition that existed prior to boarding; or the cost of cremation. For pets staying for more than 31 consecutive days there is an additional insurance cost which is charged on a monthly basis.

Our acceptance of your booking happens when we send you a booking confirmation by email or call you to confirm your booking and we receive payment from you of the agreed deposit, at which point a contract will come into existence between you and us. We will require a 50% deposit within 48 hours of this (deductable from the final total cost) as confirmation of the booking, the balance to be paid prior to arrival. If we are unable to accept your booking we will inform you and you will not be charged. Fees are charged at a daily rate; a full day's rate is charged on both arrival and departure days. Should an animal be collected before the booked departure date, the remaining occupancy fee will still be chargeable.

Shared accommodation - Should we feel the need to separate your pets in the interest of the animal's own safety, an extra day's accommodation charge equal to the agreed daily rate at the start of the contract will be charged, for each additional accommodation used for each night the animals are separated.

Payment by cash or BACS - Account details for BACS payment will be provided once we have confirmed your booking.

Amendments to bookings – Changes to bookings must be advised at least 14 days prior to the start of the original booking. We cannot guarantee being able to accommodate any changes, especially those made within 14 days of the booking commencement.

Cancelling a booking – Bookings cancelled less than 14 days prior to the day of arrival will be charged for in full.

We reserve the right to rehome animals not collected within 14 days of the stated departure date if there is no communication from the owners or guardian and efforts to contact the owner fail.

Please see our website for full Terms & Conditions.

**Please complete all required fields and ensure you have selected the correct dates for your dog's stay, then return the completed form to us at [info@bogmoorkennels.co.uk](mailto:info@bogmoorkennels.co.uk) or by post to Bogmoor Kennels, Rydon Lane, Holsworthy, Devon EX22 7HY.**

Please send current immunisation certificates and microchip certificates to [info@bogmoorkennels.co.uk](mailto:info@bogmoorkennels.co.uk) once we've been in touch to confirm your booking.

## **CLIENT PRIVACY NOTICE**

At Bogmoor Kennels, under the Animal Welfare Act and the terms of our license with Torridge District Council, we are required to take and maintain information on our clients and their dogs. Under the GDPR (General Data Protection Regulation) we are required to take care of such data to keep it safe and to make you, the client, aware of how and why this data is collected and used.

When you make a booking with Bogmoor Kennels, you are entering into a contract with us. To be able to properly manage your bookings and the boarding of your pets we need to record details relating to you and your pets. Should you decide not to provide us with the required details we will be unable to provide you with a boarding service. We will take reasonable care of your personal data and only process it fairly and lawfully under the terms of the GDPR. We only collect and use information that is personal to you when it is necessary, fair, and lawful to do so. We will collect and use your information only as detailed below.

The information we collect:

- Your details including name, address, telephone numbers & email address, and those of the emergency contact provided by you.
- Details of your pets, for example names, breed, age, vaccination status, and any other veterinary details judged necessary.
- Financial transaction data (dates of payments from you and details of services you have purchased).
- Usage data (including information about how you interact with us and use our services).
- Information relating to compliments or complaints.
- Bookings history.
- Photographs (for example photographs of vaccination certificates).

- Information relating to health and safety (including incident investigation details and reports and accident book records).
- Correspondence.

How we collect your information:

- This data is provided by yourself by completion of a booking form or enquiry form, by email, or verbally before being transferred onto our kennel boarding system.
- Vaccination information for your dog which is necessary for the booking may be sent to us by you, the client, by email as an attachment or by your vet. It may also be recorded by us by taking a photo of the physical vaccination record card.

How we use your information:

- We use your information and that of your emergency contact and pet to inform ourselves so that we can carry out the boarding of your pet.
- We are inspected regularly by Torridge District Council and they have the right to see completed boarding records to confirm that we are complying with the terms of our License.
- We do not process this information in any way other than that concerning your dog's stay.
- We do not use or share your data for any purposes other than concerning your booking with us.
- Where we occasionally use social media, we may post dogs at play and no personal details are posted. The same applies to website posting.
- We may occasionally send you necessary information updates by email for example changes to our contact details.
- Third parties will only be used in the event of a claim, veterinary practices if your pet requires treatment, or if we need to trace the owner of a pet which has not been collected at the end of its boarding contract.
- We're collecting or using your information because it benefits you or Bogmoor Kennels, without causing an undue risk of harm to anyone. Information is collected which is necessary to comply with Local Authority licensing regulations and with insurance requirements to enable us to kennel your dog(s).
- It can be necessary to share your information with, or request information from, your emergency contact OR your vet (when necessary for the health and wellbeing of your dogs).
- We may need to contact you or your emergency contact during your dog's stay with us, either at your request for updates on your dog(s) or to request information which is relevant to your dog(s).
- We will need to refer back to the information you supplied in your original booking form in the event of a query, complaint, or claim.
- Where necessary we will share financial transaction data with accountants and also share personal information with insurance companies, emergency services and other organisations we're legally obliged to share personal information with.

How we store your information:

- Your booking form and other information will be stored securely in digital and paper form for a minimum period of five years from your last booking with us.

Your rights:

- You have the right to withdraw your consent for us to hold your data after the legal storage period is over and to have those records removed. You have the right to access your data and rectify errors or omissions. We check any request for customer information is legitimate and respond within 1 calendar month. You can withdraw consent for us to hold your data at any time prior to the booking in which case it will be necessary for us to cancel your booking.
- If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the bottom of this privacy notice.
- If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Our contact details

Post: Bogmoor Kennels, Rydon Lane, HOLSWORTHY, Devon, EX22 7HY, GB

Telephone: 01409 330633

Email: [info@bogmoorkennels.co.uk](mailto:info@bogmoorkennels.co.uk)

Last updated 23 April 2025

## **VACCINATIONS AND PARASITIC TREATMENTS**

### **Vaccination Protocols**

An up-to-date veterinary vaccination record must be seen to ensure that your dog has current vaccinations against canine parvovirus, canine distemper, canine adenovirus/infectious canine hepatitis, leptospirosis and kennel cough.

The current vaccination protocol recommended for dogs in the UK is 2 primary vaccinations 2 – 4 weeks apart, with the second vaccination not before they are 10 weeks of age. The full vaccination should be boosted 12 months after the primary course. After this time annual vaccination for Leptospirosis should be administered, with the main vaccine being repeated every 3 years.

Primary vaccination courses must be completed at least 2 weeks before boarding. This also applies if vaccinating for the first time against kennel cough. This is to ensure that the vaccine has had long enough to take effect and provide the dog with adequate immunisation cover. If the vaccination cover lapses and boosters are not administered at the prescribed time your dog is likely to need to restart the primary vaccination course, with a period of delayed effectiveness before they can be kennelled.

Please contact your vet for further clarification.

### **Parasitic and worming treatment protocols**

For the sake of your pet's health (and your own) it's important to keep your dog free from parasites; fleas, ticks, and worms. Your dog must be free of parasites when arriving to board with us, and if we find evidence of any infestation during their stay with us we are obliged to administer an appropriate treatment.

The chemicals used in parasitic treatments for your pet contain powerful pesticides which are banned or strictly regulated in other fields such as agriculture/livestock.

Recent research in the UK has found that pesticides used in regular flea treatments are in 98% of English rivers at unsafe levels. These pesticides enter rivers from dogs swimming and also from dog owners shampooing dogs, washing bedding, stroking dogs and washing hands.

Recent research in the UK has also found that 100% of blue tit and great tit nests in the study were contaminated with pesticides from pet flea treatment, as the birds collect fur from dogs and cats to insulate their nests, leading to the death of fledglings.

These pesticides are also leading to the widespread collapse of bee populations.

Over-treating for parasites with broad-spectrum pesticides is reportedly leading to developed resistance meaning the treatments are becoming less effective.

### **A few suggestions.....**

- Speak to your vet.
- Please consider whether your dog actually needs a monthly flea treatment as is often prescribed within an annual health plan.
- The risk to your dog of infestation can depend on lifestyle, the season etc, so discuss treatment options with your vet to minimise environmental risks - monthly chemical treatments are not the only option.
- Don't use a spot-on treatment.
- Keep your dog in good shape so that their natural immune system helps keep parasites off through diet, exercise and mental health.
- Consider only treating when infected (but before an infestation becomes a problem and potentially leads to heavy use of treatments for your pet and your home) and use these chemicals sparingly and in a targeted way.
- Check vigilantly for ticks, fleas and worms.
- If you wash your dog, or they swim, don't use a spot-on treatment. Use an injectable treatment which should be safer (for example Bravecto Injectable) or an orally administered treatment.
- Check if there is a recommended timescale during which your dog shouldn't be washed or swim after administering ANY treatments.
- Please don't use a flea collar on your dog when bringing them to board with us.
- Don't leave your pet's hair for wildlife to use as nesting materials. Groom your pet indoors, or collect hair after grooming outside and dispose of it safely.
- Dispose of the packaging safely and return unused products to your vet.