



1. Terms & Conditions

This document (the 'Terms & Conditions') sets out the basis on which we will provide you with animal boarding services. It should be read together with our website (woodviewkennels-cattery.co.uk). These documents set out the contract between us. If there is any conflict between these Terms & Conditions and our website, then the website will take precedence in relation to that conflict only.

In this document, 'you' means the person(s) to whom the animal boarding services are to be provided (the 'Client'). We will identify the Client from your digital Booking. 'We' means Woodview (Wrighton) Limited trading as Woodview Bristol Kennels & Cattery and its successors. 'Director' means Gillian Evans.

2. Our Aim

We provide professional care for your animals in a specialist Licensed environment that caters for their needs and comfort, in your absence.

3. Your Role

We will achieve the best result for you and your animals if you give us as much information as possible at the outset. Please tell us as soon as you can of any changes in your objectives or circumstances, or if you receive relevant information that changes your outlook in relation to your animals.

4. Responsibility

Our Director(s) is(are) pivotal in the management of our Kennels and Cattery, and the supply of services to you. Barry Hutchinson is responsible for the overall supervision.

Any advice rendered by us, unless otherwise agreed in writing by us, is solely for your benefit and must be kept confidential. It may not be disclosed to any third party unless we agree that you may do so, or you have a legal duty to disclose it. Our advice may not be used or relied on by any third party without our prior written consent.

5. Communication

We will communicate with you at any address, email or telephone number we have for you, unless you ask us to use a particular address.

6. Email

Email travels over the public internet and is subject to certain shortcomings; once a message has left our server, we cannot guarantee that it will remain confidential nor when or whether, the message will arrive.

7. Confidentiality

We will keep all information relating to your Booking confidential, unless you consent otherwise. If we are required for any reason, compulsorily, to disclose documents or to give information orally or in writing relating to your Booking pursuant to a Court Order, notice or demand served by an entity or person with the authority to compel such disclosure, then we shall comply.

8. Data Protection

We are committed to respecting your privacy and the data which we hold about you and your animals. We will keep information about you, and we may use it to provide you with information on any of our services which we think may be of interest. By accepting these terms, you consent to us using your contact details in this way. If this is not acceptable to you, please write to us at our address shown on these Terms & Conditions.

9. Queries Or Concerns

Our website (woodviewkennels-cattery.co.uk) should explain the principal issues relating to your Booking and we may from time to time contact you to inform / enquire of progress. If you are uncertain about what is happening, at any stage, please ask. If you are not satisfied with the response, you should request our Complaints Handling Procedure.

10. Dangerous Dogs

We do not offer Bookings for any breeds specified under the Dangerous Dogs Act 1991, as amended. Further, if we believe any dog has been genetically derived from those breeds, the Booking will be refused and / or immediately determined at our sole discretion. Booking Fees and / or Balances incurred will be entirely at your own risk and ultimate loss.

11. Animal Behaviour

We do not accept animals that; arrive expressing aggressive tendencies or, develop aggressive behaviour during the Booking. The Booking will be refused and / or immediately determined at our sole discretion. Booking Fees and / or Balances incurred will be entirely at your own risk and ultimate loss.

12. Digital Media

In the absence of your express instructions to the contrary, your animals may be digitally recorded, during the Booking, for the purposes of evidence, marketing or staff training.

13. Exercise

Just like people, the exercise requirements and lives of animals vary greatly. That said, all dogs require at least a minimum amount of daily exercise and stimulation (not quite so easy to achieve with cats!).

We will assess your dog's exercise requirements, balanced with diet and other stimulus, and will get to know them well enough to be able to make more than adequate provision during the Booking.

Special requirements should be discussed with us prior to Booking and may incur additional charges.

14. Minimum Age

Subject to strict adherence with all Terms & Conditions contained herein, we do not impose a minimum age for your animals but reserve the right to refuse your Booking at our sole discretion. Booking Fees and / or Balances incurred will be entirely at your own risk and ultimate loss.

For the avoidance of any doubt, we recommend that you contact us prior to making a Booking for an animal that will be less than six months of age as at the first day of your proposed Booking.

15. Grooming

We do not provide cosmetic grooming services, but we do consider the following to be animal welfare issues and will assume that your animals will arrive accordingly.

Coat Animal coats have a great deal of inbuilt natural resilience, but they can require some attention, on an ad hoc basis. We minimise the use of shampoos; they deplete the natural oils that protect your animal's coat and skin. Basic brushing, regularly, is all that is truly required, to remove dead hair, detangle existing luscious growth, and stimulate new growth. It also serves to remove debris and detritus which are the most common causes of discomfort, irritation and infection.

Ears Your animal's ears should be checked during coat grooming, for signs of mites, commonly redness, heat and dirt. Simple removal of dirt using earbuds, cotton wool and a veterinary approved antibacterial earwash suffice. In severe cases, Veterinary intervention can be required.

Claws The simplest way to manage claws, throughout your dog's active life, is by sufficient road walking (again, more difficult for cats!). The abrasive action serves to shorten and round claws, as well as hardening pads. If cutting is required, proper claw clippers should be used, with care to ensure that the area of the quick is avoided by a margin.

Eyes Generally, your animal's eyes should not need any management but, at certain times of the year, they can weep a little. Simple bathing in clean warm water using a particle free cloth is effective.

Teeth If your animal has a good diet, and regular access to chews and bones, breath should be fresh and teeth tartar free. Cleaning products are available for use in extreme cases.

At our sole discretion, we may treat your animals during the Booking, as above, but additional charges will only be applied in extreme cases.

16. Feeding

We feed to the highest quality available (which may vary from time to time as we continue to strive for the very best). We will assess your dog's requirements, balanced with exercise and other stimulus, and will monitor accordingly during the Booking.

We will feed your own food if it is prescribed upon Veterinary advice.

Other special requirements should be discussed with us prior to Booking and may incur additional charges.

17. Parasites

We will assume that your animals are subject to regular and recent treatment for all common intestinal Worms, Flukes, Fleas and Ticks.

We reserve the right to administer such treatments as we reasonably consider appropriate, during the Booking, at an additional charge.

18. Vaccinations

Your Booking will specify the necessary Vaccinations required and will require you to upload a photograph of the Vaccination card(s). If this causes you any difficulty, please contact us for assistance.

19. Veterinary Intervention

The wellbeing of your animals is our utmost priority. Accordingly, you hereby authorise us, at our sole discretion, to seek reasonable Veterinary intervention should we deem it necessary, the cost of which you will be liable for directly to our nominated Veterinary practice.

20. Abandonment

An animal will be considered abandoned if, at our sole discretion, having used all reasonable endeavours for you, or your nominee to collect at the end of the Booking.

Abandoned animals will be dealt with at our sole discretion, and additional charges may apply.

21. Limitation Of Liability

Your Booking is entirely at your own risk, save as for proven gross negligence on our part. We accept no liability for any illness, injury or fatality to your animals, or for the damage or loss of goods left with them.

22. Contracts (Rights of Third Parties) Act 1999

For the purpose of section 1(2) of the Contracts (Rights of Third Parties) Act 1999, it is agreed that no term of our agreement with you shall be enforceable by a third party, except our associates.

23. Applicable Law

This agreement between us is governed exclusively by English law.

24. Licence

Licence Number TBC granted by North Somerset Council in relation to Woodview Bristol Kennels & Cattery, Cleeve Hill Road, Wrighton, Bristol BS40 5PS.

25. Reservation

In the event that you do not comply with these Terms & Conditions, we reserve the right to refuse future Bookings. Booking Fees and / or Balances incurred in relation to future Bookings will be entirely at your own risk and ultimate loss.

26. Contact

Barry Hutchinson
barry.hutchinson@icloud.com
07773332467 (01934 862712 from 1 January 2025)