

**New Forest Cattery And Kennels Ltd– T/A New Forest Kennels & Cattery**  
**Terms and Conditions**  
**SEPTEMBER 25'**

When creating a booking, you acknowledge you have read, understood and consent to these terms and conditions.

**VACCINATIONS**

ALL VACCINES MUST BE ADMINISTERED AT LEAST TWO WEEKS (14 days) BEFORE ADMITTANCE AND NOT EXPIRE DURING A STAY. WE WILL REFUSE ENTRY TO UNVACCINATED ANIMALS OR THOSE WHO HAVE HAD LIVE VACCINES WITHIN 14 OF ARRIVAL.

Please contact us if you have questions relating to vaccinations especially if they are due around the time of staying to ensure they are in date and valid for a stay so we can welcome your pet.

**DOGS** - it is compulsory that all dogs must be fully vaccinated against:

Yearly: L2 or Preferably L4 (leptospirosis)

Every 3 years: DHP (distemper, hepatitis, parvovirus). Preferably DHPPI (parainfluenza)

It is also preferred and recommended that dogs get vaccinated annually against: KC / RESPIRIA (kennel cough)

**CATS** - it is compulsory that all cats must be fully vaccinated yearly and depending on your vet and brand of vaccines they use certain vaccine cover may be 3 yearly. Cats must be vaccinated against:

FELINE PARVOVIRUS (feline infectious enteritis)

FELINE PANLEUKOPENIA (feline respiratory viruses)

FELINE HERPESVIRUS

FELINE CALICIVIRUS

It is preferred and recommended that cats get vaccinated annually against:

FELV (feline leukaemia)

Vaccination Cards must be produced at each visit, or an email forwarded from your vet confirming vaccination details and administered dates. I acknowledge and understand that regular vaccinations cannot completely guard against illness and disease, and that New Forest Kennels and Cattery cannot prevent, nor be responsible for any illness my pet might contract. New Forest Kennels and Cattery shall not be held liable for any illness that my pet may incur while in New Forest Kennels and Cattery's care.

**BOARDING ENTRY DENIED** - Regrettably, if we are unable to confirm your pet is fully vaccinated and up to date OR has had vaccinations administered within 2 weeks before boarding, we must refuse entry for boarding, and the full booking charge will apply. If your pet displays signs of illness, parasites or any behaviour that suggests they are unsuitable to stay in our care, regrettably New Forest Cattery And Kennels reserves the right to refuse entry to any pet deemed unsuitable and the full booking amount remains due. We accept no liability as a result of any loss or costs incurred to the owner as a consequence of us refusing admission under any circumstances.

#### **FOOD -**

- A) We strongly encourage you to bring along your pets' usual food to avoid any sudden changes to your pets' diet. If you do not bring your pets usual food along, charges will be added to the booking total when checking in.
- B) You must also let us know of any allergies or intolerances your may pet have.
- C) Please do not put any medication in food bags if bagging up - this **MUST** be provided separately with clear instructions in the original packing with the veterinary label (see medication section)
- D) If you provide food for the duration of your pets stay, please ensure we have been provided with enough, as well as clear instructions on the correct amounts and frequencies. If you are providing dry food please also provide us with an appropriate scoop / measure too.
- E) If your pet runs out of food during their stay we will phase them over to our food and bill you appropriately.
- F) Although we are more than happy to provide food (at an additional charge based on species/breed size), please be aware, changing your pets food can cause changes to their health in a variety of ways, and we cannot be held responsible or liable in any capacity for any consequences as a result of changes to your pet(s) diet or that of the food provided which influences their health or behaviour in any way.

**BEHAVIOUR** - All health and behaviour issues **MUST** be disclosed at the time of booking and boarding. We will refuse admission to any pets showing any signs of illness or aggression towards our team. In the event of an aggressive or behavioural incident whilst in our care you may be asked to collect your pet and settle the bill in FULL. Please be aware that in the rare event of an aggressive or behavioural outburst, you understand and confirm that you may also be liable for any costs incurred as a result of any injury, harm or damage caused to either other animals in our care, or team members caring for your pet. I confirm that my dog has not displayed any aggressive behaviour or tendencies towards people in the past, nor have they ever bitten anyone. You also understand and confirm that should your dog destroy or damage equipment or kennel facilities whilst in our care the costs of repair you will be fully responsible for and indemnify New Forest Kennels And Cattery against all costs caused as a result of damage, and any losses including but not limited to further bookings that need to be cancelled as a result of any damage. You as the owner fully indemnify New Forest Cattery & Kennels Ltd against all liabilities and

claims and will be fully responsible for any costs associated as a result of behavioural or aggressive incidents from your pet regardless of the circumstances.

**DEPOSITS** - All deposits are non-refundable and non-transferable. Any bookings under £50 payment will be requested in full. We require a deposit of £50 for all bookings up to £500, £100 for bookings up to £1000. These amounts are double for any bookings over the Christmas & New Year Period: £100 for bookings up to £500, £200 for bookings up to £1000. A deposit of 20% will be required for all bookings over £1000. Deposits are applied per kennel/cat chalet to be paid within 7 days of the booking request. If this is not paid by the end of the 7 days, your booking will be cancelled and we can accept no liability or loss for this action if we have not received your deposit to confirm your reservation or heard from you regarding the booking. If your booking is over £1,000, we also reserve the right to request payments in instalments prior to the start of the booking.

**CANCELLATION** - We require a minimum of 14 days' notice for any cancellations or alterations (up to 7 days either side of the original booking - more than a 7-day alteration will be classed as a new booking and the deposit will not be refunded or transferred). If a cancellation is made within 14 days of your booking arrival date, you will incur our cancellation fee. Our cancellation fee is 50% of the remaining booking after the deposit has been paid. If you do not show up for a booking, the full booking charge will apply. You will not be able to create another booking until this cancellation fee has been paid. If you do not pay the cancellation fee within 14 days of notifying us of the cancellation, the full booking charge will be applied and your details may be sent to a debt collection agency. We reserve the right to cancel any future bookings if you have significant sums owing for previous bookings that remain unpaid despite reminders. We also reserve the right to cancel any future bookings after 14 days if you have sums owing for previous bookings that remain unpaid despite reminders and any deposits received linked to future bookings will be forfeited as a result.

**DAILY CHARGES** - Boarding rates are charged at the daily rates at the time of check-in, inclusive of the day of drop-off and collection. If you drop off your pet later than booked or collect early for any reason, full payment will still be due for the full period booked & reserved for your pet. You understand that the booking price at the time of the stay may differ from the original booking price and if there has been a change in daily rates your booking will be charged at the current prices at the time of your pet's arrival with us.

**WEEKEND STAYS** - A four-day minimum charge is applied to all shorter bookings under four days booked between Friday - Monday, unless only the requested few days are available and we are otherwise fully booked.

**OUT OF HOURS CHARGE** - If you collect or drop off your pet outside of our standard opening times (7 days a week, 10am - 1pm and 2pm - 4pm) there will be an additional charge of £10 added to your booking total between 9am - 10am, 1pm - 2pm, and 4pm - 5pm.

**BANK HOLIDAYS** - If your stay falls on a Bank Holiday, a double fee rate will be applied to the bank holiday day(s), including Christmas Eve, Christmas Day, Boxing Day, New Year's Eve & Day.

**EMERGENCY CONTACT** - It is important that we can contact you in the event of an emergency, however on occasions we understand this may be difficult. Therefore, should we be unable to contact you, we require an emergency contact(s) who is based in the UK. They must be aware and have given their permission that their name and number can be shared and that they may be responsible for medical/emergency decisions. If your dog has never stayed with us before, has not completed any taster sessions and is distressed and unsettled / disruptive in a kennel environment, we require the emergency contact to be aware that they may be required for possible transport needs and the collection of your pet for their comfort and welfare and the full booking charge will still apply.

**MEDICATION** - To ensure your pet's welfare, we are happy to administer medication with clear written instructions including details of the medical condition which it relates to. We require any medication, including those not prescribed by the vet, to be given to us in the original packaging. No liability can be accepted in relation to dispensing medication in any circumstances, especially where medication has not been provided in the correct format of the original box and contents, including veterinary instructions, or where owner instructions differ to those of the vet. We can administer medications between 8am - 8pm so please ensure your pets scheduled dose time is within this period prior to arrival. Please DO NOT mix any medication or supplements with food if bagging/ tubbing up food portions.

**PARASITE CONTROL** - Your pet MUST be up to date with all necessary flea and worming treatments and you confirm this is the case when booking them in to our care. Flea and worming treatment must be provided by the owner for any long-stay pets who are staying longer than their treatment time. Admission into the kennels will be refused to any animal showing signs of parasites, and the full booking charge will apply. In the event parasites are only noticed during a stay, all costs both veterinary-related and those incurred by the kennel including appropriate treatment for your pet, such as treatment tablets and bathing where applicable will be added to your bill and you remain liable for all costs in relation to this. A further charge of £120 will be applied when an animal shows signs of fleas when in our care towards deep cleaning and preventative measures and steps we must take.

**VETERINARY VISITS** - In the event of any illness/injury/parasites to my pet, or any reason requiring veterinary care; I, as the pet owner, fully authorise veterinary treatment and agree all veterinary fees incurred will be entirely billable to me and I agree to indemnify New Forest Cattery and Kennels against all costs incurred and paid on my, the owners behalf. In certain cases with the veterinary surgery agreement, I as the owner may instead deal directly with the veterinary surgery to settle my bills in full directly.

Should a visit to a vet be required, we will endeavour to use your preferred vet. If this is not possible, we will use The Pet Practice in Christchurch. Should there be what we consider an emergency or out of hours treatment, we may instead use Cedar Vets in Ringwood or VetsNow. We will endeavour to contact you and/or your emergency contact before seeking treatment in the event medical attention is deemed necessary, but in certain emergency circumstances, we may seek appropriate veterinary advice and treatment before contacting you. However, regardless of whether we can contact you or your emergency contact, you agree that New Forest Cattery and Kennels Ltd has the authority to admit your pet for appropriate care and give permission on your behalf for us to consent to any treatment deemed necessary by the Veterinary Surgery on your behalf. It is important you notify us of any unique quirks or health concerns, or behaviours that are individual to your pet to prevent us seeking treatment for something that may be entirely normal for them, especially if we are unable to reach you.

If we have been unable to reach you or your emergency contact, you give us New Forest Cattery and Kennels Ltd authority to seek and act on veterinary advice and give your express permission for New Forest Cattery And Kennels Ltd to make decisions on your behalf and you give your express consent for us to agree treatment options too, which may include but not be limited to:

- G) If an animal is taken ill, on rare occasions euthanasia may be considered the kindest option if the Veterinary Surgeon deems it necessary that the animal should be put to sleep (euthanized) to help prevent pain and suffering and ensure no further detriment to their quality of life.
- H) You also give us permission to consent to potentially lifesaving treatment, which may cost several thousand pounds which you as the owner would be fully liable for. You understand this also comes with risks and may still result in the loss of your pet. If you do not wish us to consent to veterinary treatments you must inform us of this before leaving your pet in our care in writing via email, and/ or advise us of a maximum amount that you are happy to spend concerning any necessary treatment. If you have not provided this information we will act with your pets best interests in mind.
- I) Any decision which is in the best interest of your pets health, wellbeing and welfare
- J) We also request that you advise your vet you are going away and that your pet will be in our care and give them consent to deal with us directly in the event of an emergency and us being unable to contact you. In the event of an emergency where it may not be possible to use your preferred vets it is essential we understand fully any special requests of concerns you would have in regard to emergency treatment as well as spend limitations which must be received via email prior to any stay.
- K) In the event of a pet being collected or transported from the kennels either through illness or concerns with any animal welfare issues, full payment is still required.
- L) UNDERLYING HEALTH CONDITIONS & SENIOR PETS - For pets with underlying health conditions, or those who may be more senior, we are mindful that changes to their health can be sudden and in certain circumstances may require emergency treatment. Should in the rare event euthanasia be deemed the kindest option, please

help us to understand any final wishes for your pet by providing us with any specific instructions via email or at the time of check-in. If this is not provided you permit New Forest Cattery And Kennels Ltd to make decisions on yours and your pets behalf.

- M) **INSURANCE** - We recommend you provide us with your insurance policy number (if insured) when your pet is staying for longer than 1 week, so if required a direct claim may be made by the vets if possible.
- N) If the veterinarian deems specialist veterinary care is required - i.e hospitalisation care for critical health signs and monitoring, all veterinary treatment costs remain the owner's responsibility..

**TRANSPORT** - You permit us to transport your pet if required. Whilst safety precautions will be taken, You also release any liability and indemnify New Forest Cattery and Kennels Ltd for any loss, injury or damage caused as a result of transporting your pet/s.

**ISOLATION** - In the event that my pet shows signs of illness, injury, or parasites that are contagious - or are suspected to be contagious - I understand that New Forest Cattery and Kennels may need to isolate my pet in a specialised on-site isolation block (e.g., for kennel cough). We will follow veterinary advice at all times. If a veterinary visit is required, I agree that all veterinary fees incurred will be billed to me directly. Isolation as a result of veterinary advice will only be offered if deemed necessary, and if hospitalisation is required, on-site isolation will not be possible. If the vet deems an animal could instead be isolated and cared for on site and does not require hospitalisation, transportation costs for moving an animal from day vets to night vets will apply as per our collection and drop off charges. I agree to indemnify New Forest Cattery and Kennels against all costs incurred as a result of my pet requiring veterinary, transportation or isolation care. I acknowledge that isolation if required it is in the best interest of my pet and the welfare of other animals on site.

**Close Monitoring & Observation** - If a pet shows mild symptoms or requires extra supervision (e.g., changes in appetite, behaviour, or minor illness), we may provide enhanced monitoring in our isolation block at an additional charge of £25 per day, to ensure the best level of care.

**Isolation for Infectious Disease** - If a pet displays or is suspected of having a contagious illness, they will be moved to our dedicated isolation area immediately and you will then be contacted. An isolation infectious care fee of £48 per day will apply.

These fees reflect the extra care, time, and resources required to ensure the welfare of all animals, and cover:

- Use of purpose-built isolation facilities to prevent cross-contamination.
- Enhanced cleaning and disinfection before, during, and after use.
- Dedicated staff time, including after-hours checks throughout the evening and overnight if required, to supervise isolated pets and prevent the spread of illness.
- Personal protective equipment (PPE) and enhanced hygiene measures.
- Additional monitoring and care beyond standard boarding practices to ensure your pet's health and comfort.



These surcharges are in addition to standard boarding fees and apply only for the period that enhanced care or isolation is required. The team will contact you or your nominated emergency contact as soon as possible to keep you updated; however, if a pet shows signs of infectious disease, they will be moved to the isolation unit immediately and these charges will automatically apply. If preferred, your emergency contact may collect them as soon as possible, but the original boarding fees will remain payable in full.

**MICROCHIPS** - All pets must be Micro-chipped by law, please provide the correct details. Dogs must also have a collar and identification disc as per The Control Of Dogs Order 1992 with your name, address and telephone number.

**SHARING PETS** - Animals of the same species from the same household will be boarded together unless specifically requested otherwise by the owner or minimum kennel/chalet sizes deem they must be housed apart. If housed together and for any reason, they are found to be incompatible during their stay they will be separated, and the owner will be charged accordingly. Unless otherwise requested, dogs from the same household will be exercised together and you give your express permission for us to do so. Collars for dogs sharing may also be removed for safety reasons.

**BELONGINGS** - We encourage you to bring any toys, blankets, towels, clothing/coats, food and medication for your pet to help them have a sense of home to assist with them settling in. Any items must be CLEARLY LABELLED with your pet's first and last name. If any items have not been suitably labelled, you permit us to do so as needed. You also permit we can wash these items per our strict hygiene regimes. No liability can be accepted for the loss or damage of any item, nor any harm, illness or consequence for your pet as a result of the provision of such items. Any items not collected, will after 1 month become the property of New Forest Cattery And Kennels Ltd. Despite our best endeavours to return all belongings to you on collection day, when bedding is provided and you collect your pet early in the day or prior to the scheduled collection date, occasionally some items may be in the wash and unavailable to return to you at the time of collection. In this event we can keep them safe for your to return and collect them within a month at your convenience.

**CAT CARRIERS** - For safety reasons, all cats must be transported in secure cat carriers which will remain with the cat in their chalet.

**TOYS** - For safety reasons, we recommend that any toys or items provided for your pet are as robust and indestructible as possible – i.e. a kong toy etc. We cannot accept any responsibility for toys provided which may be damaged, destroyed or lost, nor any injury, illness or resulting consequence that the provision of such items by the owner or the kennels may result in.

**CHEWS & TOYS** - You must advise us if your pet is likely to destroy things or has a history of concerns with eating items that may pose a risk to their health otherwise you give

consent that any chews or toys (including bedding) may be left with your pet throughout their stay and you acknowledge your pet will be left with these in their space and at times will be unsupervised (ie overnight and during periods of the day) and understand and accept the risks this may pose to your pet e.g chocking/blockages.

**PHOTOGRAPHS** - You give your permission that we may take and retain photographs of your pets (our copyright), which may be used for any promotional, marketing purposes, or social media content. If you do not wish your pets images to be used for these purposes, please let us know at the time of booking.

**LATE COLLECTION** - If you do not collect your pets on the date arranged and your space has been booked, there will be a £85 surcharge per kennel or chalet, per day for late collection in addition to the boarding rates due when you have not advised us of a change to your scheduled collection date.

**ABANDONMENT** - Any animal not collected on the recorded date without having advised New Forest Cattery and Kennels of a change to the scheduled collection date, will after seven days become the property of New Forest Cattery and Kennels Ltd and will be re-homed at their discretion. As a consequence, the owner will be responsible for all costs incurred including agreed and any additional boarding costs.

**VIP UPGRADES** - If you have opted for your pet to be a VIP (Very Important Pup) for each 7 days of this upgrade 4 photo updates will be provided within this week period which will be uploaded to your online booking account via your pets profile. We will tailor the activities dependent on their breed, temperament and any health concerns, and they may repeat certain activities depending on their unique personality and possible weather limitations too. For shorter stays we will endeavour to upload photographs to your dogs account as often as possible with a minimum of 1 update and maximum of 4 per week but no guarantee can be provided for the frequency of updates for VIP stays of under 7 days.

**PHOTO UPDATE REQUESTS** - If your dog is staying with us and you wish to receive photo updates, we suggest upgrading to a VIP package, or alternatively following us on social media, although regrettably we cannot guarantee your pet will be included on social media posts during their stay. If you have not upgraded to a VIP package, or your cat is staying with us, please feel free to email us to request an update or if you wish us to provide a photo. We endeavour to respond within 1 clear working day with a photo update wherever possible, but this is also dependant on how your dog or cat has settled in to our care - i.e if they are nervous or shy, trying to take pictures of a pet may hinder us in our building a bond of trust and allowing them to settle in at their own pace and enjoy their stay.

**PHONE LINES** - When speaking to us via phone, all of our calls are recorded for training and monitoring purposes and we store these recordings for up to a year. Regrettably, this means we cannot take any payments over the phone and all payments are made either in



person using the card machine (we do not accept cash) or using the online payment links received in confirmation booking emails.

**PLEASE RESPECT OUR TEAM** - Our goal is to consistently assist you in a helpful and professional manner, but we may not be able to accept future bookings from a client if they are aggressive or confrontational at any time whilst using our service, either in person or via phone. Therefore, we reserve the right to decline future booking requests or cancel existing bookings in the event of unacceptable or threatening behaviour.

**GROUP PLAY & FOREST WALKS** - if you have consented to group play/forest walks you confirm:

- I have provided all relevant and necessary information to New Forest Kennels and Cattery and give my assurance that my dog(s) is suitable and well-socialised to be able to socialise with other dogs and to be taken out of the kennels for forest walks.
- My dog must have basic obedience (sit, stay, come) and is capable of following commands, is well behaved and has reliable recall even in distracting environments.
- I understand dogs should ideally be spayed/neutered to participate if they are older than 1 year and dogs due into season or in season will unfortunately not be able to participate. No liability will be accepted if New Forest Kennels and Cattery have not been advised a dog is in season or has a season due imminently or just post season.
- Walks take place rain, shine or snow (dangerous weather excluded). I understand New Forest Kennels and Cattery will attempt to reschedule walks cancelled due to possible dangerous weather conditions, which if not possible will be deducted from the account balance.
- I understand that whilst every reasonable endeavour will be made by New Forest Kennels & Cattery to mitigate all risks, ultimately the responsibility shall lie with the pet's owner at all times.
- I understand that I am fully responsible for the actions of my dog including but not limited to any damage caused whatsoever; death, damage or injury to themselves, death, damage or injury to other animals, other pets, people and property while in the care of New Forest Kennels & Cattery. I understand that it is not always possible to prevent injuries or avoid elements that may occur or be encountered during group play or forest walk in outdoor uncontrolled environments, and I understand I will remain liable for any & costs arising and indemnify New Forest Kennels & Cattery against all costs and claims that may arise in relation to these activities.
- I hereby waive and release New Forest Kennels and Cattery from any and all claims, actions, suits, demands, assessments or judgments asserted and any and all losses, liabilities, damages, costs and expenses (including, without limitation, legal fees and accounting fees to the extent permitted by law) alleged or incurred arising out of or relating to any operations.

**GROUP PLAY** - if you have consented to group play you confirm:

- My dog(s) has not displayed any aggressive behaviour or tendencies towards people or other dogs in the past. I agree to immediately advise New Forest Kennels & Cattery of any changes to his/her behaviour, health, or suitability for my dog to integrate and take part in group activities.
  - I understand my dog will undergo an assessment to determine suitability for group pairings before integrating with other dogs and if they are deemed unsuitable they will not be included in these sessions, even if I as the owner have given my consent and believe they would be suitable.
- I understand that depending on how dogs behave in group sessions, New Forest Kennels & Cattery reserves the right to use their discretion to exclude dogs which show any sign of aggression, reactive behaviour or otherwise which could instigate a fight or potential injury to your dog, or put any other dogs at risk in any way, even if they have been included in numerous group play sessions before with no prior concerns.

**FOREST WALKS** - if you have consented to forest walks you confirm:

- My dog has not displayed aggressive tendencies towards people in the past. I agree to immediately advise New Forest Kennels & Cattery of any changes to his/her behaviour, health, or suitability for forest walks with or without other dogs.
- I understand that I should provide leads, harnesses and a muzzle if required (ie XL Bullys).
- I understand that depending on how my dog/s walk and behaves on the lead for same family dogs, New Forest Kennels & Cattery reserves the right to assign a member of the team to walk each dog depending on strength and behaviour for safety purposes and your bill will reflect this accordingly. This may mean a charge will be applied for each dog in the event they cannot be walked together by one person, or if more than one member of the team is required to walk one dog and I understand that the booking total will be amended to reflect this if required.

**DIABETICS** - New Forest Cattery and Kennels Ltd may be able to accommodate diabetic animals, subject to prior assessment and provision of detailed medical information. A trial overnight stay will be required to assess how your pet settles in a boarding environment and responds to insulin administration, which is usually given at 8:00 am and 8:00 pm.

You acknowledge that diabetic animals carry a higher risk of health complications while in our care. Despite all reasonable care and our experience caring for diabetic cats and dogs, New Forest Cattery and Kennels Ltd cannot guarantee the safety or health of diabetic pets. By boarding your diabetic animal with us, you accept these risks and agree to release New Forest Cattery and Kennels Ltd and its employees from any liability, claim, or expense arising directly or indirectly from your pet's diabetes, including any illness, injury, or death.

For safe administration of insulin, you are required to provide a sharps bin for syringe disposal. Diabetic care incurs an additional charge of £25 per day, which includes the administration of insulin twice daily.

**DISCLAIMER:**

***WHILST EVERY POSSIBLE CARE WILL BE TAKEN, ALL ANIMALS ARE BOARDED ENTIRELY AT THE OWNERS RISK, NEW FOREST CATTERY AND KENNELS LIMITED WILL NOT BE RESPONSIBLE FOR ANY ILLNESS, ACCIDENT OR LOSS, OR THE COSTS INCURRED AS A RESULT. WHEN BOOKING IN & DROPPING YOUR PET TO STAY WITH US, YOU ARE ACKNOWLEDGING YOU HAVE READ AND UNDERSTOOD THESE TERMS AND CONDITIONS AND ARE CONSENTING TO THESE T&CS WHEN ADMITTING THEM IN TO OUR CARE. I hereby waive and release New Forest Kennels and Cattery from any and all claims, actions, suits, demands, assessments or judgments asserted and any and all losses, liabilities, damages, costs and expenses (including, without limitation, legal fees and accounting fees to the extent permitted by law) alleged or incurred arising out of or relating to any operations as a consequence of my pets care.***

**GDPR & PRIVACY POLICY:**

GDPR Personal Data Fair Processing Notice & Record Retention Policy  
New Forest Cattery And Kennels Limited - T/A New Forest Kennels & Cattery

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you. We take the handling of client data seriously and we recognise the need to treat it appropriately and lawfully. The purpose of this notice is to make you aware of how we will handle your information.

Who are we?

New Forest Cattery And Kennels Limited trading as New Forest Kennels & Cattery takes the issue of security and data protection very seriously and strictly adheres to the law, as outlined in the General Data Protection Regulation (EU) 2016/679 ("GDPR"), as well as the Data Protection Act 2018, together with all guidelines and codes of practice published by the Information Commissioner's Office (ICO) and applicable to New Forest Cattery & Kennels Ltd.

We are registered as a Data Controller with the Office of the Information Commissioner under registration number ZB336304 and we are the data controller of any personal data that you provide to us.

We can be contacted via

- Email: [hello@newforestkennelsandcattery.co.uk](mailto:hello@newforestkennelsandcattery.co.uk)
- Telephone: 01202 872 463

- Registered Office Address: Suite 9 Pine Court Business Centre, 36 Gervis Road, Bournemouth, Dorset, BH1 3DH

Registered Company No: 13966650

Any questions relating to this notice and our privacy practices should be sent to [hello@newforestkennelsandcattery.co.uk](mailto:hello@newforestkennelsandcattery.co.uk)

This policy explains how and for what purposes we use the information collected during an application for a tenancy and ongoing tenancy.

How we collect information from you and what information we collect:

We collect the following information about you:

Full Name, e-mail address, telephone number(s), address, veterinary information and emergency contact. Information about your pet includes but is not limited to the following: their name, date of birth, microchip number, vaccination information, medical conditions, behavioural considerations, dietary information, temperament/likes & dislikes, allergies, any belongings to remain with your pet etc. Per our licensing conditions, we are required to obtain and hold this information to ensure we are providing and complying with all welfare standards.

How we collect information about you and your beloved pet:

The personal information we require may be collected through several avenues depending on how you contact us to book, such as via email, online, our booking software 3rd party Revelation pets digital booking form, or in person at a viewing of our facilities. The main source of the information we require is a booking form where you supply us with the required information, such as your name, address, contact information, pet information and veterinary information as well as an emergency contact.

By submitting your personal data, you agree to the holding of this data which will be stored per GDPR guidelines and processed for appropriate reasons to create your booking, contacting you if needed and ensuring the best care & welfare for your pet during their holiday stay. We will take all steps reasonably necessary to ensure that your data is treated securely and per this privacy policy.

Why we need this information about you and how it will be used:

To undertake and perform our obligations and duties to you per the terms of our contract with you to provide the best level of care for your pet;

To enable us to supply you with the services and information which you have requested;

To administer medication and understand any possible health conditions;

To analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;

To contact you to send you details of any changes to our suppliers which may affect you; and

For all other purposes consistent with the proper performance of our operations and business.

### Sharing of Your Information

The information you provide to us will be treated by us as confidential and will be processed by us, and our appointed third parties. If we use sub-processors outside of the UK/EEA, they are subject to data processing agreements that ensure your personal data is protected. We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

If we enter into a joint venture with or merge/collaborate with another business entity, your information may be disclosed to our new business partners;

In the creation and managing of your booking to help provide the best care for your pet during their stay with us.

You will be registered on our booking system you may receive emails from us via Revelation Pets every once in a while, such as reminders for bookings, requesting feedback after a stay, or to advise of availability if we are limited with kennel or cattery space and we know it is a time of year you would have booked in previously, to avoid disappointment if you require care and we are fully booked.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

### Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. All information you provide to us is stored on our, or our partners' secure servers.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff. We provide guidance and regular data protection training to our staff.

We ensure that there are appropriate technical controls in place to protect your personal details. For example, our computer network and servers are protected and routinely monitored.

We store all personal information that you supply us with on secured servers or in secured paper files.

New Forest Cattery And Kennels Limited - T/A New Forest Kennels & Cattery will not independently cause customer data containing personal data stored in connection with the services to be transferred or otherwise made available to third parties, except to third-party subcontractors who may process such data on behalf of New Forest Cattery & Kennels Ltd in connection with New Forest Cattery & Kennels Ltd provision of services to

customers. Such actions are performed or authorised only by the applicable customer or user.

Revelation Pets: <https://www.revelationpets.com/privacy.html>

Dropbox: <https://www.dropbox.com/privacy>

Quickbooks: <https://quickbooks.intuit.com/uk/privacy-policy/>

Office 365: <https://privacy.microsoft.com/en-gb/>

privacystatement#mainenterprise developerproducts module

Apple / Apple Mail: <https://www.apple.com/uk/legal/privacy/en-ww/>

### Transfers outside the UK and Europe

The data that you provide us with will typically be stored and processed within the European Economic Area ("EEA"). However, some of the services we use will mean that your data may be transferred to and stored at, a destination outside the EEA. In these cases, we ensure that the provider is contracted to us under a written agreement that contains the Standard Contractual Clauses required for such transfers.

### How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, as required by law (we may be legally required to hold some types of information for several years), or as set out in any relevant contract we have with you.

### Your Rights

You have the right at any time to:

ask for a copy of the information about you held by us in our records;

require us to correct any inaccuracies in your information;

request us to delete what personal data of yours we hold; and

object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact us at [hello@newforestkennelsandcattery.co.uk](mailto:hello@newforestkennelsandcattery.co.uk)

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office concerning our use of your information. The Information Commissioner's contact details are: Information Access Team, Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. [www.ico.org.uk](http://www.ico.org.uk)