



TERMS AND CONDITIONS FOR DOGS AND CATS STAYING AT WICKLOW PET HOTEL

Vaccinations

All clients arriving at Wicklow Pet Hotel must present an up to date veterinary vaccination certificate in relation to each of their pets. The card or copy of history from the Vet should show the dates of previous vaccinations during the past three years.

Dogs - 3 vaccines, must have been administered at least 3 days before check in date

- Dhppi - every 3 years
- Bordetella - Canine (Kennel) Cough - annually
- Leptospirosis - annually

Cats - annual booster, all must have been administered at least 3 days before check in date

All cats need to be vaccinated against feline panleucopenia virus, calicivirus (FCV) and feline herpes virus type 1 (FHV1) eg Novibac Tricat vaccine. If your cat goes outside, or lives with cats who go outside it should be vaccinated against feline leukaemia virus FeLV. As all cats who stay at Wicklow Pet Hotel have access to the outdoors we recommend that all cats, even those who are indoor cats at home be vaccinated against FeLV.

Flea, tick and worm prevention

All pets must have been treated for flea/tick prevention and for worms within two weeks of check in date. If, during your pets stay, it is believed that they need to be treated for fleas/ticks or worms this will be carried out and the cost of such treatment added to owner's bill. Flea and worm treatments are available in our shop in the Dog/Cat Wellness categories.

Risks involved with dogs mixing together

By leaving your dog for minding at Wicklow Pet Hotel it is deemed that you are fully aware and accept that all dogs staying are mixed together for socialisation and play. Dogs may share a kennel with another dog if it is deemed advantageous to the dogs involved. For e.g. for a dog is upset alone in a kennel and settles better if paired up with another similar sized dog. Although dogs are supervised while playing together, dogs may suffer nicks and scratches. Minor nicks or cuts will be dealt with by staff, who are qualified in Canine First Aid.

The practice of mixing dogs together does not suit all dogs. If any dog displays aggression, or are deemed not suitable to partake in our socialisation you will be informed at check out and unfortunately they will not be permitted to stay in the future. Wicklow Pet Hotel does not permit any breed of dog on the restricted breed list as per Control of dogs Regulation 1998 and any un-neutered adult male dogs to be boarded.

Veterinary Care

If your pet requires veterinary attention while staying at Wicklow Pet Hotel you will be contacted immediately on the phone numbers provided by you. If you cannot be contacted or do not immediately inform the owner or staff of Wicklow Pet Hotel regarding measures to be taken or if the state of the animal's health requires immediate action, the right to have the pet treated by a veterinarian shall be taken for granted. While your pet is boarding with us we assume full responsibility for its veterinary care and will act 'in loco parentis' for your pet. Therefore, in the unlikely event where your pet must be operated upon or even 'put to sleep' at short notice we will make the decision based on veterinary advice if you are not available. All veterinary expenses shall be paid by the owner of the pet. While all reasonable care will be taken of your pet while boarding, owners leave their pets entirely at their own risk and Wicklow Pet Hotel will not be held liable for any injury, illness, damage to, death or loss of any cat or dog boarding.

For the health and safety of all our guests, you must notify Wicklow Pet Hotel of any illness or injury identified immediately after a stay, for example, eye infection, stomach bugs (gastroenteritis) or limping. Likewise, if you are concerned over a change in demeanour or personality, please let us know so that possible causes can be fully investigated.

Social Media

We take photos and video of our cat and dog guests and post them on social media each week. We do not mention owner's names in any of these posts, we sometimes mention pet names. By checking your pet into Wicklow Pet Hotel it is deemed that you agree to and are aware of this use of photos on social media platforms and/or our YouTube channel. Wicklow Pet Hotel are the legal owners of all photos and videos taken of any dogs or cats while they are in our care. Use of any of this media is subject to permission being granted by the owner of Wicklow Pet Hotel. Wicklow Pet Hotel will not be held liable for any acts deemed to stem from these social media posts.

Booking and Cancellation Policy

A deposit of approx. 30% is required to secure a booking. This must be paid using the payment link on booking confirmation email within three days of receipt of the email. If it is not paid the booking request will be cancelled.

Payment; refund of deposit

- Off-Peak Season bookings must be cancelled no later than 14 days before check in date to receive a refund of deposit.
- Peak Season (1st June - 31st August, 20th December - 6th January and all Bank Holiday Weekends: Friday - Monday inclusive) bookings must be cancelled no later than 28 days before check in date to receive a refund of deposit.

All bookings include a Stripe Processing fee of 1.4% plus €0.25 (all European cards). This fee will be deducted from any deposit refunded. Cancellation notification must be made using the 'Request Booking Change' facility on 'My Account' on our booking system. If you have paid a deposit and wish to change the dates of your booking this will be facilitated so long as the new dates are available. If a booking is cancelled outside the cancellation period to receive a refund, it is at the discretion of the owner of Wicklow Pet Hotel to grant credit of any deposit paid, to be used against a future booking. The bill for your dog or cats stay and any additional cost such as veterinary care or items from our online shop must be paid in full before check out or in person at the time of checkout.