



HOUNDS RETREAT

Their Day Their Way

Phone: 07746091844

Email: houndsretreat25@gmail.com

Website: www.houndsretreat.com

**Address: Balbeggie Bothy, Balbeggie
Avenue, Thornton, Fife, KY1 3NS**

New Clients

**All dogs must attend a Meet & Greet before
booking Overnight Boarding**



OVERNIGHT BOARDING

Drop-Off & Pick-Up Times

Monday – Sunday
10:00 am – 12:00 noon

Our drop-off and pick-up times are in the morning to allow dogs to settle into the routine of the day.

Please Note

- Pick-up times should match your drop-off time.
- Pick-ups outside these hours will incur a half-day afternoon daycare charge.
- Our closing time is 5:00 pm. Any pick-ups after this time will incur overnight boarding charges.
- To help keep your dog's routine and diet consistent, please bring your dog's own food for their stay.
- We provide bowls, slow feeders, and Kongs.
- We recommend bringing your dog's favourite blanket or an item that smells like home to help them feel comfortable and relaxed.

Please get in touch to ensure our rooms are suitable for the size of your dog(s).

BOOKINGS

Prices

- £35 per night for one dog
- £25 per night for each additional dog
- 24-hour stay

- Bookings
- We can hold a booking enquiry for 24 hours.
- If the booking is not confirmed within this time, the slot may be released to another client.

Please Note

- A 40% deposit of the overall booking fee is required to secure your booking. This can be paid in person (cash or card) or via payment link.
- The remaining balance must be paid on drop-off, payable by cash or card.
- Cancellations made 28 days or more before the arrival date will receive a full refund of the deposit.
- Cancellations made less than 28 days before the arrival date are non-refundable, and the deposit will be retained.
- Bookings made within the same calendar month as the arrival date are regarded as short-notice bookings and deposits are non-refundable from the time of booking, regardless of notice given.
- No shows or failure to drop off on the agreed date will be charged 100% of the total booking fee.
- Early pick-ups or shortened stays do not qualify for refunds.

CHECKLIST

Please take a moment to review our guidelines:

Please read over our T&C on our website or those that have been sent to you

- All dogs must be kept on a lead during drop off and pick up
- Please arrive at the drop-off and pick-up times. If you're running late, give us a call or text if possible.
- During drop off and pick up, please wait in the office
- If someone else will be picking up your dog, please let us know in advance and provide their name and contact information. For your dog's safety, we may ask to see their I.D.
- Briefly discuss any recent health changes or concerns with our staff. **If your dog shows signs of illness (e.g., coughing, vomiting, diarrhea), please let us know and keep them home.**
- After filling out a medication form, Please bring any medication your dog may need. Medication must be in original packaging with vet instructions. If we cannot administer medication, we will contact you. Please note we cannot administer injection.
- Owners must provide enough food to last the duration of their stay.

CHECKLIST

- Ensure your dog is kept up to date with regular parasite prevention (flea, tick, and worming treatments)
- All dogs must be up to date on vaccinations. Records can be provided in person or emailed directly from your veterinarian. See T&C
- We recommend dogs be vaccinated against kennel cough. A waiting period of 10 days before attendance, including after every booster. The vaccine does not guarantee full immunity, so please keep your dog home if they show any signs of illness to protect all dogs in our care.
- Please keep your contact information updated
- We recommend bringing your dog's favourite blanket or item that smells like home to help them feel comfortable.
- We'll provide an update on your dog's activities and highlights of their day at the end of each day

SEE OUR FACEBOOK FOR UPDATES, TIPS, AND A PEEK INTO YOUR HOUND'S DAY WITH US!