

# INDIANA – Cattery and Kennels

*Quality boarding for cats and dogs*

CTRA. DEL MARQUESADO, CAMINO PALOMA DE LA PAZ 22, "INDIANA",  
11130 CHICLANA, CADIZ.

TEL: 956 535560, MOBILE: 618 277636

[www.indiana.com.es](http://www.indiana.com.es)

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## **Boarding Terms & Conditions - Kennels**

We accept all breeds of dogs, large and small with current vaccinations. Only exceptions are dangerous breeds or aggressive dogs or dogs that we consider unsuitable for this facility.

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### **Business Hours**

We are open Monday to Saturday for your convenience. All visits, deliveries and collections are between 10.00am to 2.00pm and 5.00pm to 7.00pm. This gives the dog time to settle into the routines of the facility and meet the other residents as the day progresses

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### **APPOINTMENTS**

**For a viewing, dropping off or collecting your dog you must phone and make an appointment before you arrive.**

Once you have made an appointment, please be on time. If you are going to be delayed please phone. 15 minutes before your appointment time all dogs are secured and the gates are ready for opening. If you do not arrive or phone to say you are delayed, 15 minutes after your appointment the gates are closed and the dogs are let back out and normal duties resume. If you arrive after this point you will need to make another appointment. Do not expect to arrive late and be let in.

We are closed to the public on every Sunday of the year, all bank holidays.

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### **Veterinary Services**

We have the services of a state of the art clinic only 10 minutes away. We have 24-hour emergency veterinary call out cover. In the unlikely event that your dog needs veterinary services, we will do whatever is necessary to ensure your dog is properly looked after.

Veterinary services will be added to your invoice exactly as they are invoiced to us. Our only charge is a nominal fee of €15 to transport your dog to the veterinary clinic.

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### **Medication**

The client must supply written instructions regarding any medicines to be given and their application. We are happy to administer medication to your dogs while they stay with us.

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### **Vaccinations**

We require all our clients to bring a record of vaccination for their dog, which confirms that it has been vaccinated within the time period allocated by your veterinarian vaccination certificate.

- Infectious Bronchitis also known as Kennel Cough.

- Yearly Booster (3 in 1 vaccination)
- Rabies.
- Heartworm prevention.
- Puppies under 2 years Parvovirus.
- Microchip.

All dogs coming to stay at *INDIANA* must have been treated for intestinal worms within two weeks before arriving. They must be free of fleas and other parasites and undergoing an effective monthly flea and tick prevention programme. If your dog is not protected from parasites (ticks, fleas, roundworms and tapeworms) we will treat your dog on arrival at *INDIANA* and a charge will be made.

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## **Food**

Due to the number of products available we **only stock Eukanuba**. It is recommended that the owner supply three days worth of his/her dog's usual brand of food only if not usually fed on Eukanuba.

If your dog has a favorite brand, feel free to supply it. The boarding charge includes two meals a day, chews and treats.

The client must advise *INDIANA* in writing of any special dietary requirements on booking.

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## **What to bring**

We provide comfortable bedding, food and water bowls. To help your dog feel at home quickly especially on his/her first stay a client may bring the dogs own bedding, toys, any food that we don't stock, etc. Please make a note of the items you bring to make sure that we return them to you.

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## **House Rules**

In the *INDIANA KENNELS* your animals will be attended to 7 days a week. The owners live on site and there is constant supervision of the animals.

Our house rules are designed to help residents be calmer and better behaved during their stay and when they return to their owners.

We prevent barging through doorways; discourage jumping up, rough, over boisterous behavior and other unsociable behavior.

We actively reinforce good behaviors including recalls, sits, downs and general placidity.

Residents from different homes never sleep in the same units. **Interaction with other dogs at play/exercise time is up to the owner and will only take place with consent from the owner.** Some dogs are more comfortable exercising alone.

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## **Health & Hygiene**

All residents are regularly checked for any irregularities or foreign bodies in their ears, teeth, eyes, paws, claws, skin, coat and faeces.

All residents sleep indoors in the *INDIANA* house, in clean dry bedding which is laundered regularly. Our facilities are maintained to a very high standard with all areas being cleaned and sanitized regularly. All residents have their last outing around 9.00pm to do wee's and poo's so they are not sleeping in soiled bedding.

While every effort will be made to separate females in heat, *INDIANA KENNELS* cannot guarantee their chastity.

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## Day's agenda

<u>Time (between)</u>	<u>Description</u>
8.00 - 9.30	Morning routine.
9.00 – 10.30	Breakfast
10.30 – 2.00	Morning exercise / play session
2.00pm – 5.00pm	Afternoon snooze with chews and toys
5.00pm – 7.00pm	Afternoon exercise / play session
7.00pm – 8.00pm	Main meal
8.00pm – 9.00pm	Walk for wee and poo
9.00pm – 9.30pm	Biscuit and bedtime

All exercise and play sessions take place throughout our grounds. All sessions are supervised and are tailored for individual abilities. With only small numbers staying at any one time there is great emphasis on personal attention.

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## Reservations / Peak Seasons

We suggest that you make your reservations as early as possible especially for peak holiday periods. **For these peak periods we require a 3 night deposit. If you cancel your reservation more than 21 days prior to your arrival date, this deposit will be refunded.**

During peak periods it is important that you book enough time in a reservation as there may be no vacancies to extend the stay.

**Once a reservation is booked, any reduction of the dates reserved, either arriving or departing, will be charged as reserved to a maximum of three nights for either, unless we receive at least 21 days prior notice.**

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## Boarding Fees

Our daily boarding charge is €12.00. Large and Giant breeds are charged at €14.00.

There is a €6.00 additional half day charge.

We accept payment by Cash only.

Our charges are on a daily basis.

Please note: -

- Failure to collect animal on the pre-arranged date without contacting **INDIANA KENNELS**.
- Failure to pay boarding fees.
- Failure to respond to any correspondence from **INDIANA KENNELS**.

In the event of the above criteria occurring, **INDIANA KENNELS** will have no choice but to consider the animal's future.

## **MINIMUM RESERVATION PERIOD**

- **Our minimum charge is 2 days.**
  - **Summer Season - 1<sup>st</sup> June to 31<sup>st</sup> August the minimum stay is 3 days.**
  - **Christmas Season - 15<sup>th</sup> December to 15<sup>th</sup> January – minimum stay is 5 days.**
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