

SPINDLEHAY LODGE RABBIT BOARDING TERMS & CONDITIONS:

- 1 A contract will be deemed active once a booking has been received via telephone or email. A hutch/pen will be secured for your pet.
- 2 Cancellation fees – Although we do not ask for a deposit, during peak times, a small deposit may be required if cancellation is necessary and we do ask for 72 hours notice.
- 3 Being prompt for drop off and pick up times (by appointment only) is much appreciated. We are busy people and our free time is very precious so it is much appreciated that you stick to agreed times. Obviously sometimes things go wrong and if you are running late for any reason please telephone to let me know on 07500 961380
- 4 If your pet needs to be separated from its companion due to fighting, you will be liable for the boarding fee of the second hutch, payable on return. We will endeavour to keep companions together but if fighting and injuries occur we have to put your pets safety and wellbeing first.
- 5 If your pet is already boarding with us, and you wish to collect your pet earlier than the date originally provided, you are still liable for the full boarding costs. If you wish to extend their stay and we can accommodate the extra period, payment will be required on your return.
- 6 If you do not collect your pet on the agreed day without prior arrangement then you will be charged for any extra days at £20 per day.
- 7 Any existing medical conditions must be discussed prior to the stay of your pet, each case will be taken into account.
- 8 If your pet does have any medical problems, illnesses or injuries, please provide the details of their condition and any treatment/medication that is required. We will not accept any pet that is showing signs of any undisclosed illness, disease or injury.
- 9 If your pet does become ill whilst their stay we will endeavour to contact you or your emergency contact. If we are unable to contact you we will obtain veterinary treatment for your pet and proceed in their best interest. Any treatment required will be payable by you upon your return. Your pet will be treated at our vet (Alver Vets) and details will be forwarded to your own vet. By signing these terms and conditions, you agree to pay any veterinary costs your pet incurs. We will also require details of your own vet in case our vets need to see any past conditions.

- 10 Sadly, small animals can pass away with very little warning and very quickly after showing signs of an illness. If this does happen, we will contact you immediately to discuss your wishes should your pet pass away in our care. We accept no liability in the unlikely event that this may happen we are unable to refund any remaining booking fees unless the remainder is over 21 days. You will still be liable for any veterinary fees incurred including cremation.

- 11 Rabbits must be vaccinated against Myxomatosis and VHD. Spindlehay Lodge Rabbit Boarding will refuse to board your rabbit if you fail to provide evidence of your rabbits up to date vaccination status (your vaccination card).

- 12 All pet owners must accept that accident, injury, illness, death, theft, public liability, and all other insurances for the pet owner and their animal whilst visiting and boarding with us, they are the responsibility of the pet owner and that Spindlehay Lodge Rabbit Boarding are released of any and all such liabilities.

Signed (Sandy Croombs)

Signed (Pet Owner)

Date