Terms & Conditions

**Your booking**

Your booking is confirmed, and your contract with us will begin, when we have received your 25% of your booking fee and issued a booking confirmation via email. Your contract with us will be on the terms set out below. Your confirmation email will set out your pet’s arrival and departure dates along with the balance amount due.

**Paying for your booking**

Your deposit is deducted from your total cost so you only pay us the balance due when you drop your pets off. The remaining balance is due before or on the first day of boarding. Please note we only accept cash or bank transfer.

Bank account details as follows

Mrs Rebecca Smith

Account no: 65824083

Sort code: 53-61-33

**Reducing or extending your booking**

Once your booking is confirmed you cannot reduce the number of days booked and the full amount is still due. Unfortunately 'block bookings' that have later been reduced have resulted in us turning other clients away. Extra days can be added if we can accommodate your request and are charged at the normal rate.

**Should you wish to cancel your booking**

Because we start to incur costs (in relation to your pets holiday) from the time we confirm your booking, if you cancel then the 25% deposit paid is non-refundable.

As we are only a small business the likelihood is that we have turned business away because your booking was in place. The closer you cancel to your start date the harder it is for us to fill that booking again - so our cancellation charges reflect this.

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| **If you cancel your booking:** | **Cancellation charge** |
| More than 21 before the start date | Your deposit is non-refundable |
| 7 - 21 days before the start date | 25% of the balance is due |
| Less than 7 days before the start date | 50% of the balance is due |
| On Xmas Eve (for bookings starting 27 December) | 100% of the balance is due |
| Cancel or fail to arrive on your expected date of arrival  | 100% of the balance is due |

If you arrive and your booking is cancelled by us because it does not comply with our T&C's then the full balance is still due.

We can supply an invoice should you be making a claim with your travel or pet insurance company.

**\*\*To cancel any previously agreed booking please contact me directly.\*\***

**Registration Form**

All clients will need to fill in a [registration form](https://docs.google.com/forms/d/e/1FAIpQLSeZyQPXyZaT8Dead7uIB87WRqSFf1DUQxp15Ca1t433thNs7w/viewform). You don't need to fill this in again unless any of the information changes. This form holds your personal details, your vets details and your veterinary choices should your pet become ill.

**Rates**

Our rates are per day. This is the same other boarders in the area. We do not reduce or refund fees for pets arriving later or leaving earlier than the dates booked. We do welcome 1 and 2 night bookings but we do have a minimum 3 day charge. Christmas Day, Boxing Day and New Year’s Eve are charged at double rate.

**\*\* Vaccinations \*\* Rabbits**

All rabbits must be vaccinated for Myxomatosis/VHD, and the new virus RHD2. There is usually a gap of 2-3 weeks between each injection.

Vaccinations must be in date, not overdue and last for the duration of your rabbit’s holiday. Regardless of what your vet says - First time or overdue vaccinations must be given at least 21 days before your pet’s arrival date. We need to see your vaccination cards each time your pet boards with us. Both vaccinations need to have been given by a qualified vet and be certified by your veterinary surgery if required. We have the right to refuse boarding if your pet’s vaccinations do not meet our requirements.

\*\***Neutered and Spayed \*\*Rabbits**

All male rabbits must have been neutered at least 8 weeks before their drop-off date due to spraying issues. Female rabbits over 6 months must be spayed unless discussed beforehand. We may require proof of a neuter date or spay.

**Health**

Pets must be in good health and any medical conditions disclosed before you make a booking. If your rabbit falls ill before boarding we must be informed so we can judge whether we can board them. Dandruff/skin conditions need written confirmation from your vet that it is not mites.

**We cannot board pets who have:**

• Mites/lice, contagious conditions, illness or injuries.

• A history of 'Snuffles' or cold/cough even if it was successfully treated.

• Had a *general anesthetic*or been treated for *Gut Statis*within 7 days of boarding.

Unfortunately the stress of travelling and boarding may lead to further complications.

**Medication for a Pre-existing Condition**

If your rabbit or guinea pig has a pre-existing medical condition that requires any medication then we must be informed of this on our enquiry form so we can determine whether or not we are able to cater for their requirements. A *Medication Release Form*will need to be signed by you as the owner. We cannot accept a signature off a third party dropping your pet off. This is required by our Insurance Company.

**Sickness**

If your pet becomes ill we will take them to see one our vets (or your vet if it is local) at the first available appointment. In the case of suspected Gut Statis rabbits are taken and admitted to Abington Vets for 24/7 nursing care, medication and monitoring. We charge a minimum 1 hour charge of £12. After 1 hour each additional 30 minutes is charged at £6.

Sadly, small animals can pass away very quickly despite receiving medical treatment. Should this happen, we will contact you immediately to discuss your wishes. Happy Paws & Chores accept no liability in the unlikely event that this may happen. We do not refund for any unused boarding fees and you will still be liable for any veterinary fees incurred, including cremation.

You have a duty of care to your pets to inform us about any illness or health condition your pets have ever had. If your pet becomes ill with a condition that they have previously been treated for (but you did not tell us about) we have the right to terminate the current period of boarding transferring your pet into the care of a vet or your emergency contact. You will be liable for any veterinary fees and any future bookings with us will be cancelled immediately.

**Veterinary Costs**

ALL veterinary costs are to be paid by you, including quarantine and cremation. We will refuse to release your pet until veterinary fees have been settled. Due to the fickle nature of rabbits we do not provide any veterinary insurance cover and strongly suggest that clients insure their animals with a reputable pet insurance company.

**Dirty Bottoms and Matted Fur**

Pets who arrive with dirty or matted bottoms will be refused boarding and will be referred to a vets to clean or trim the area and an alternative drop-off time will be arranged to accommodate this.

**Pet Carriers**

You MUST bring your pets in an appropriate pet carrier lined with a clean blanket or newspaper for their journey here. Please do NOT travel with your pets in a crate, cage or on your lap. A pet carrier is specifically designed to make your pets journey safer (some even have seat belt guides) thus avoiding unnecessary and possibly fatal injuries whist travelling. If you arrive to collect your pets with no pet carrier, pets WILL NOT be released back into your care until a suitable carrier has been purchased or you return with your own. This is for the safety of YOUR pet!

**Waiting Time**

If we are waiting for you to arrive 30 minutes beyond your scheduled appointment, then a £10 waiting fee will be applied. (Except in severe weather conditions). We close 30 minutes after our last appointment time. Arriving after our closing time may result in us not being able to admit your pet until we re-open the following day.

**Aggressive/Territorial Rabbits and Guinea pigs**

We cannot board rabbits or guinea pigs who are aggressive or territorial as we need to health check them daily and need constant access to supplies above our suites. If your pet is aggressive or injures us - then future bookings will have to be cancelled or refused.

**Fighting**

If your rabbits or guinea pigs need to be separated due to fighting, you will be liable for the additional boarding fees for another Pen subject to availability. If no pens are available then alternative arrangements may have to be made.

**Giant Rabbits**

We do not board giant/continental or cross breeds of these breeds of rabbits.

**Abandonment**

If you do not collect your rabbits within 7 days of the agreed collection date (and you have made no contact with us to explain your circumstances) we reserve the right to surrender your pets to a rehoming service.

**Data Protection**

We may communicate with you from time to time about your booking and your experience with us and will use your data in accordance with our privacy policy.

**Personal Data**

Happy Paws & Chores shall only request its customers supply personal data critical to the services supplied and shall securely retain this information for the duration of the contracted services.

We would like to use photos/videos of your homes/pets to periodically advertise our services via Social Media outlets (Facebook/Instagram), therefore please verbally state if you wish to be excluded from these advertisements.

After the service period has ceased we will securely retain data relating to our customers and corresponding pets for future recommencement of our services. Should you rather we remove all data gathered once the contracted services have ceased please can you indicate this requirement by ticking the following box.

Please delete my data at the end of my contracted services [……]

Please be aware should you wish to recommence services supplied by Happy Paws & Chores we will require you to complete the booking forms once more to ensure that we have all the appropriate and relevant data.

**Liability**

Small pet boarding establishments do not yet require a license. Any injury, illness, disease, mite infestation (as hay and straw are natural products) death and theft of pets are the owners responsibility and the Happy Paws & Chores is released of all liability.

Happy Paws & Chores are released of all liability for any accident or injury to owners or persons whilst on our premises. Minors must be accompanied and under the control of a responsible adult at all times. Entry into our home is not permitted under any circumstances.

It is the pet owner’s responsibility to keep themselves updated with our Terms and Conditions and it will be deemed that you have read, understood and accepted our T&C at this time and for all future bookings.



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