



Kerry's Pet Hotel - Terms and Conditions

Kerry's Pet Hotel will provide the following:

- *To house the pet in a clean, dry area
- *To provide food and water daily as required
- *To provide the necessary care to the pet should any form of illness occur subject to full reimbursement from the customer.

1. **Rabbit Owners:** Rabbits boarding at Kerry's Pet Hotel must be up to date with Annual vaccinations for Myxomatosis, RVHD1 & RVHD2. First time or out of date vaccines must be given at least three weeks prior to boarding, vaccination cards will be requested prior to arrival.

Current vaccine requirements can be found on our website: www.kerrypethotel.co.uk

Rabbit(s) not vaccinated to our requirements will result in refusal of boarding and you will be charged for any days booked.

2. Kerry's Pet Hotel reserve the right to refuse to accept your pet if we feel they are showing signs of disease, injury, illness or pregnancy unless previously discussed.
3. Upon arrival, any pet seen to have skin problems, parasites or any other contagious ailments/conditions, will be unable to stay.
4. Any existing/current medical problems, illnesses or injuries must be discussed prior to the arrival of your pet, please provide the details of its condition and any treatment.
5. We will take no responsibility of any pets pregnancy, all the animals here are housed in separate living accommodation and are not mixed during exercise time.
6. If your pet does become ill whilst at Kerry's Pet Hotel, we will inform 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. In the event of surgery or euthanasia Kerry's Pet Hotel will accept the advice of the vet and the emergency contact will be contacted.

Any veterinary treatment required will be payable by you the owner upon return. Depending on the situation and availability of vet appointments, we will either use the veterinary practice your pet is already registered with, under your name and address providing it is within a 3 mile radius of Kerry's Pet Hotel. Or, your pet will be treated under our Kerry's Pet Hotel veterinary account and invoices will be forwarded to you upon your return. By signing these terms and conditions you agree to pay any veterinary costs your pet incurs.

7. Sadly, small animals can pass away with very little warning and very quickly after first showing signs of an illness. If this does happen, we will contact you immediately to discuss your wishes should your pet pass away whilst in our care. Kerry's Pet Hotel accept no liability in the unlikely event that this may happen.



Kerry's Pet Hotel - Bookings, Charges and Cancellations

A contract will be deemed as active once a booking has been confirmed by Kerry's Pet Hotel.

8. If you do need to cancel the booking or change the dates, one weeks' notice must be given. During our peak, busy holiday seasons you may still be liable for boarding costs in cases of cancellation at short notice. If you fail to arrive on the due day you will be liable to pay for any days booked that your pet has not attended.

9. If your pet is already boarding with Kerry's Pet Hotel and you wish to collect your pet earlier than the date originally provided, you are still liable for the full boarding costs.

10. If for any reason, Kerry's Pet Hotel needs to cancel your booking, we will always try to give as much notice as possible. However, in exceptional circumstances beyond our control we may have to cancel with little or no notice given. For example: In the event of an outbreak / high risk of a contagious disease/virus, we will act swiftly and decisively to protect all animals concerned, whether incoming or already in our care.

11. The daily hotel rate is charged for each day of boarding including drop off and collection days regardless of the time of day.

12. **Sundays** and **Bank Holidays** we are **closed**, no drop offs, or collections can be made on these days.

13. ***Bank Holidays** incur a set £4.00 additional charge on top of the daily rate.

14. If you do not collect your pet/s on the agreed day then you will be charged for any extra days at the current daily rate.

15. If you have bonded pets staying with us and we need to separate them due to fighting, you will be required to pay the extra fees.

16. Extra charges may be added in unforeseen circumstances: For example: Transporting animals to the vets. Animals that require extra time, need medication and extra care out of business hours, or extra grooming due to matted coats.

17. If your pet is not collected on the due day and we are unable to contact you, or your emergency contact and you do not contact Kerry's Pet Hotel within 10 days, we reserve the right to take whatever action is deemed necessary to re-home the animal and recover any costs.

18. Unlike dog and cat kennels, small animal boarding does not require a licence or have the same rules and regulations. All animals are left at their owners risk.

19. 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 are the responsibility of the pet owner and that Kerry's Pet Hotel are released of any and all such liabilities.