

* Kerry's Pet Hotel Terms and Conditions / Rabbit Vaccine Requirements *

These Terms and Conditions form the entire agreement between the customer and Kerry's Pet Hotel.

1. Booking and Contract

A booking is confirmed once it has been accepted by Kerry's Pet Hotel. Bookings may be made online or by telephone. Once confirmed, a contract is formed and these Terms and Conditions apply.

By making a booking, you confirm that you have read and agreed to these Terms and Conditions.

2. Our Care Commitment

We aim to provide a safe, clean and comfortable environment for all pets in our care.

We will:

- > House your pet in clean, dry and appropriate accommodation
- > Provide fresh food and water daily as required
- > Monitor your pet's wellbeing throughout their stay
- > Arrange veterinary attention if your pet becomes unwell or injured

We will always act in the best interests of your pet.

3. Veterinary Care and Responsibility

If your pet becomes unwell while staying with us, we will contact you or your emergency contact as soon as possible.

If urgent treatment is needed and we cannot reach you in time, we will arrange veterinary care without delay to ensure your pet's welfare. In serious cases, we will follow the advice of a qualified veterinary professional, which may include surgery or euthanasia where necessary for the welfare of the animal.

All veterinary fees, treatment costs, medication, and related expenses remain the responsibility of the owner. By making a booking, you agree to reimburse any such costs incurred during your pet's stay.

We will always keep you informed wherever possible.

4. Health, Illness and Admission

Kerry's Pet Hotel reserves the right to refuse admission if a pet shows signs of illness, injury, disease, pregnancy, or contagious conditions unless previously agreed.

Any existing medical conditions must be disclosed prior to arrival, including details of treatment and medication.

If a pet is found to have parasites, skin conditions, or contagious illness on arrival, we may be unable to accept them for boarding for the safety of all animals in our care.

5. Rabbit Vaccination Requirements –

For current advice visit: <https://www.kerryspethotel.co.uk/vaccines>

To protect all animals in our care, all rabbits must be fully vaccinated against:

- > Myxomatosis
- > RHD1
- > RHD2

We require proof of vaccination when booking and prior to arrival. Vaccinations must be kept up to date (annual boosters are required for continuous protection).

If your rabbit is receiving their first vaccination or if their vaccination has lapsed, please allow at least three weeks after vaccination for immunity to develop before boarding.

Unfortunately, rabbits that do not meet these requirements cannot be accepted for boarding,

and standard booking charges may still apply if cancellation is made at short notice. We appreciate your understanding that this policy is in place to help us keep all rabbits in our care as safe and protected as possible.

6. Emergencies and Unexpected Events

Sadly, small animals can sometimes become unwell very quickly.

If a pet passes away while in our care, we will contact you or your emergency contact as soon as possible and handle the situation sensitively and respectfully. We will follow your instructions wherever possible.

Except in cases of proven negligence, Kerry's Pet Hotel cannot accept liability for illness, injury, or death of any animal while in our care.

7. Bookings, Cancellations and Charges

- > Cancellations or date changes require at least one week's notice
- > Short-notice cancellations during peak periods may still be chargeable
- > Failure to arrive on the booked date may result in full charges for the booking period
- > Early collection does not reduce the total booking fee
- > All booked days are chargeable, including drop-off and collection days

8. Collection and Late Pick-Up

Pets must be collected on the agreed date.

If collection is delayed, additional charges may apply for each extra day. If we are unable to contact you or your emergency contact after a prolonged period (up to 10 days), we reserve the right to take appropriate action to ensure the welfare of the animal.

9. Additional Care and Charges

Additional charges may apply in situations requiring extra care, including (but not limited to):

- > Veterinary visits or transport
- > Medication administration
- > Extra grooming or hygiene care
- > Out-of-hours monitoring or syringe feeding
- > Care for bonded animals that require separation for welfare reasons

We will always act in the best interest of your pet and keep you informed where possible.

10. Liability and Responsibility

While every reasonable care is taken to ensure the safety and wellbeing of all animals, pet boarding carries inherent risks.

Owners are responsible for ensuring their pet is appropriately insured for boarding and veterinary treatment.

Except in cases of proven negligence, the Pet Hotel cannot accept liability for illness, injury, loss, theft, or death of any animal while in our care.

11. General

We may need to cancel or change bookings in exceptional circumstances beyond our control, including disease outbreaks or other welfare concerns. If this occurs, we will always provide as much notice as possible.