



GATE HOUSE GUINEA PIG HOTEL

Terms and Conditions Rabbits

1. Gate House Guinea Pig Hotel reserve the right to refuse your pet if we feel they are showing signs of disease, injury, illness or pregnancy unless previously discussed.
2. Upon arrival, a primary health check will be given to your pet, any pet seen to be showing signs of infection, skin disease or other contagious condition will be unable to stay at Gate House Guinea Pig Hotel and deposit non-refundable. Any grooming required including dirty bottoms and matting on the rabbits will be dealt with straight away and charged at a minimum of £10 as per our bunny grooming charges. We will not board rabbits that are at increased risk of Fly strike due to poor hygiene.
3. If your pet does have long term medical problems this will be assessed on an individual basis in advance and we may seek advice from your own vet.
4. If your pet becomes unwell during it's stay we will make contact with you (the owner) or your emergency contact. Please make sure your emergency contact is aware of your wishes in advance. If we are unable to make contact with you (the owner) or your stated emergency contact, we will take your pet to our own vet for treatment or advice. Any treatment required will be charged to you (the owner) under your name and address and by agreeing to these terms and conditions you agree to pay any veterinary costs incurred for your pet.
5. In the unlikely event of the death of your pet during it's stay, Gate House Guinea Pig Hotel accepts no liability. Small animals can become poorly and pass very quickly and we will endeavour to make contact with you as soon as possible in the event that this does happen.
6. All animals are kept separately at all times while in our care unless they are boarded at your request in a family group. Therefore we accept no responsibility of any pets pregnancy.
7. We will only confirm a booking and reserve a hutch/pen/vivarium once the 50% booking deposit has been paid and received. We accept payments of cash, cheque or Paypal transfer. This deposit will be deductible from your final boarding costs. If in the event you need to cancel your booking you must give 28 days notice to be reimbursed the deposit. If you fail to arrive on your booked day of arrival we will not refund any deposit paid and may seek to claim the full monies owed for the duration of your booked stay.

8. All payments must be paid in full on your pets arrival day (excluding deposits), the daily rate includes the full day of arrival and departure. Any funds must be cleared by the time your pet arrives with us on it's due date of arrival.
9. If your pet is already boarding with us and you wish to collect early, you will still be liable for the full amount of your pre booked stay. If you fail to collect on your booked day of departure you will be charged at the daily rate until you collect your pet. If you fail to collect and we haven't been able to make contact we will keep you pet for a maximum of 7 days before we seek to re-home your pet. We will seek to recover any costs incurred in this time.
10. All animals are left at the owners risk, there are no licence requirements for small animal boarding. Gate House Guinea Pig Hotel accepts no liability for any injury, illness, death, theft, accidents or public liability of any pets or pet owners while they board with us.

Name.....

Date.....Signed.....