**Beth’s Small Pet Boarding**

**Terms and Conditions**

**Opening Times**

* We are open 7 days a week, except for Christmas Day, Boxing Day, New Year’s Day & Easter Sunday
* Drop off and collection times to be arranged and confirmed on the boking form, a mutually agreed time. Please arrive as close to the agreed time as possible to avoid clashes with others. If you are running late, please let us know
* Due to the needs, welfare and consideration of other pets boarding with me, my neighbours and my family, I can invite only one family member to the boarding entrance
* Please bring your pet in a suitable carrier to ensure their safety when travelling. This will enable me to transport them to their holiday home calmly and quietly and allow them to settle in and get comfortable. I will keep their carrier onsite in case of any need to transport them, to a vet for instance

**Business Details**

* Beth’s Small Pet Boarding is fully insured with special Pet Business Insurance
* We do request payment in full, on or before the start of your pet’s holiday stay with us. This can be paid in cash or via bank transfer. Bank account details will be emailed to you on receipt of your booking form. Any additional costs will be notified to you before collection and should be settled on collection (for any additional services such as nail clipping etc or for veterinary care fees if applicable)
* Cancellation charges are applied at our discretion. Cancellation within one week of the start of the stay will be 10% of the full cost. Cancellation with less than 48 hrs notice of the start of the stay – 50% of the full cost
* Pets that are not collected, with no contact from the owners, will be kept for a two week period to enable contact to be made. If no contact is made within this time, the pets will be put up for adoption

**Hygiene and Health**

* Beth’s Small Pet Boarding is a busy, thriving establishment with a variety of small animals and their owners coming and going throughout the year. Whilst we will take every precaution to ensure the safety & wellbeing of your beloved pets, they are boarded with us at the owner’s risk
* Pets must be in good health and fully vaccinated where appropriate.  All rabbits must have up-to-date vaccinations against Rabbit Viral Haemorrhagic Disease (RVHD1) and Myxomatosis (Nobivac – annually) and against RVHD2 (Filovac – annually). The individual vaccinations require a minimum two week gap between them. There is now a new all in one vaccination for bunnies, the Nobivac Myxo-VHD Plus, which protects against all three diseases in one vaccine. Certificates will need to be seen before or on arrival. We DO NOT accept unvaccinated rabbits
* Beth’s Small Pet Boarding may refuse a pet if it is deemed too ill, has not had the necessary vaccinations or if it could possibly cause sickness or injury to other animals on the premises
* Beth’s Small Pet Boarding accepts no liability if your pet becomes ill or passes away whilst boarding with us. Sadly, small animals can pass away with little or no warning and if this happens we will contact you or your emergency contact immediately to discuss your wishes
* Veterinary treatment, if necessary, will be sought from our vet. It is important that you let us know if there is any medical or other reason why your pet should only be taken to a vet of your choosing

• You agree that I am authorised to contact your vet in a medical emergency if it is necessary

* You, as the pet owner, are liable for all veterinary fees and associated costs
* On-going minor treatments will be undertaken at the owner’s request, so long as prior notice has been given and agreement has been made. There may be a small additional cost for this service

**Data Protection (GDPR)**

* As part of the registration process, customers will be required to complete a Pet Care and Medication Consent Form in accordance with the new GDPR guidelines and for Insurance purposes

**Acceptance of Terms and Conditions**

You, as the pet owner, accept these terms and conditions, of Beth’s Small Pet Boarding, when signing the booking form