

# THE BUNNY RETREAT

## *Terms and Conditions and Booking Form*



Dear Customer

Thank you for your interest in The Bunny Retreat.

Here you will find background information about who we are plus some important information you need to be aware of before you bring your pet to their holiday destination.

About Us

We have been caring for, loving and enjoying all types and sizes of animals and rabbits for over 30 years and have built up a wealth of knowledge and experience of their behaviours, likes and dislikes!

We appreciate how difficult it is to find appropriate accommodation in local areas, and we believe we fit the bill perfectly.

With our own genuine adoration of, and caring for the welfare of any animal however big or small, coupled with our wonderful facilities for our guests and set in 3 acres, we believe The Bunny Retreat to be the perfect 'home from home' for your loved pet. We designed The Bunny Retreat to be a place we would be happy to leave our own bunnies – and we truly believe we have succeeded in our quest.

We are members of the Rabbit Welfare Association and are a fully insured boarding business.

## **Security**

For peace of mind, The Bunny Retreat is secure with 360° CCTV and fully alarmed.

## **Accommodation**

The Bunny Retreat living accommodation is fully heated and air-conditioned and houses twelve luxurious hutches:

Nine of which are 5' x 2' x 2' and three which are 4' x 2' x 2'.

Weather-permitting, your pet will have access to our lawn via their own portable run.

We welcome other small animals such as guinea pigs, degus, chinchillas, hamsters and gerbils,

Cages for degus, chinchillas, hamsters and gerbils need to be provided by you.

Of course, our guests will receive plenty of cuddles and attention from their caring hotel managers!

## **Health**

The health of our guests is extremely important to us.

**Bunnies** For the wellbeing of your bunny and our other bunny guests, it is critical he / she is **vaccinated against Myxomatosis (6 monthly) and Viral Haemorrhagic Disease VHD (yearly).**

It is imperative that, if your bunny is to be vaccinated for the first time, or after the vaccinated time has lapsed, the vaccinations are administered at least 2 weeks prior to their stay with us. The Myxomatosis and VHD inoculations cannot be given at the same time and must be 2 weeks apart. Bear this in mind when booking in your bunny.

Only bunnies with up-to-date vaccinations (accompanied by the vet-signed vaccination card) can be permitted. **Please bring the vaccination card with you when you drop off your bunny.**

**Guinea Pigs** There are currently no vaccination requirements for piggies,

**Other Small Animals** There are currently no vaccination requirements for degus, chinchillas, hamsters, and gerbils, .

## **Food**

The price of the boarding includes the following:

A constant supply of fresh hay and dried grass

A constant supply of fresh water

Fresh veggies as an evening treat

Lots of cuddles and attention from adoring carers!

**If your pet has a favourite dried food, please bring sufficient for their stay with us.**

### **Drop Off and Collection**

Please call to discuss our drop off and collection times. We may be able to offer a collection and delivery service.

Remember to bring any toys or preferred grooming brushes to help your pet feel at home when at The Bunny Retreat

### **Prices**

**5' Hutch** Single Rabbit or Guinea Pig £5.00 per day

Two Rabbits or Guinea Pigs £8.00 per day

Three Rabbits or Guinea Pigs £11.50 per day

**4' Hutch** Single Rabbit or Guinea Pig £4.00 per day

Two Rabbits or Guinea Pigs £6.50 per day

Three Rabbits or Guinea Pigs £10.00 per day

Hamster, degu, chinchilla, gerbil, Own cage and dried food supplied by you £3.00 per cage, per day, per pet. Additional pet £0.50 per day per pet

**Arrival and departure** days will be charged in full.

**Deposit** A £10 deposit per guest / own cage will be required to secure your booking. This is non-refundable if your booking is cancelled at any time.

**Balance** The balance will be due when you drop off your pet(s), or you may pay the full amount at time of booking Payment We accept payment by cash or cheque (made payable to J. Kenny).

### **Difficult Details**

**Illness and Ill Health** If any pet shows signs of disease, illness or injury, we reserve the right not to accept them for boarding.

Your pet will not mix with the other boarders (to minimise the risk of any infection) except for its own family and will be checked over daily. Therefore, The Bunny Retreat will not be held responsible for any illnesses such as Myxomatosis, Viral Haemorrhagic Disease (VHD), fly strike, mites or any other common disease.

Should your pet show signs of illness during their stay with us we will, where possible, contact your specified vet, or our local vet for advice at cost to you. If bonded pets need to be separated in the interest of their health and safety, you will be charged for the additional accommodation, payable on collection of your pets.

**Non-Collection** If your pet is not collected within 10 days of the agreed collection date and you have not contacted us to inform us differently and we are unable to get in touch with you via the information you provided, we reserve the right to have your pet re-homed and legal action will be taken to reimburse boarding fees and any re-homing costs.

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## BOOKING FORM

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Please complete and sign the booking form and return to the address below with your deposit of £10

per guest / own cage to secure their stay with us. Alternatively, you may pay the full amount now.

Please make cheques payable to J. Kenny.

#### **Your Name**

Address \_\_\_\_\_

Post Code \_\_\_\_\_

Contact Telephone Home Mobile \_\_\_\_\_

Email \_\_\_\_\_

Emergency contact name & number \_\_\_\_\_

#### **Guest (s) Details**

Name \_\_\_\_\_

Type of Pet \_\_\_\_\_

DOB \_\_\_\_\_

Gender \_\_\_\_\_

**Guest 2 Name** \_\_\_\_\_

Type of Pet \_\_\_\_\_

DOB \_\_\_\_\_

Gender \_\_\_\_\_

**Guest 3 Name** \_\_\_\_\_

Type of Pet \_\_\_\_\_

DOB \_\_\_\_\_

Gender \_\_\_\_\_

**Hutch Size** 5' \_\_\_\_\_ 4' \_\_\_\_\_

(please tick) We will endeavour to honour your request, but if the hutch size you require is not available, you will be advised before your pet stays with us

Does your pet prefer Water Bottle \_\_\_\_\_ Water Bowl \_\_\_\_\_ (please tick)

**Important Information**

**Vet Details**

Name and Address \_\_\_\_\_

Telephone \_\_\_\_\_

**Dates of stay**

**From Date Month Year** \_\_\_\_\_

**To Date Month Year** \_\_\_\_\_

Times for drop off and collection by prior arrangement only. So, if discussed:

Drop off time: \_\_\_\_\_

Collection time: \_\_\_\_\_

**TOTAL cost £** \_\_\_\_\_ **(inclusive of arrival and departure days)**

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_

**By signing you state you agree with the terms and conditions stated**

**For Bunny Retreat use on pet drop off Vaccinations valid Myxomatosis/VHD given or due** \_\_\_\_\_

**Bunny Retreat Contact details:-**

**Address: Mill on The Nab, Fishlake Nab, Fishlake, Doncaster, DN7 5JQ**

**Telephone: 07908 174404**

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Please feel free to use this space for any additional details you may wish us to know. Thank you