



Pet Hotel Terms and Conditions

Kerry's Pets 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 Pets must be up to date with Annual vaccinations for Myxomatosis, RVHD1 & RVHD2. First time/out of date vaccines must be given at least 21 days prior to boarding, vaccination cards will be requested upon arrival. (Current vaccine requirements can be found on our website www.kerrypets.co.uk).

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

*We recommend that your rabbit is wormed 1 - 2 times a year with a 9 day course of Panacur Rabbit.

2. Kerry's Pets 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 as all the animals are housed in separate living accommodation and are not mixed during exercise time.
6. If your pet does become ill whilst at Kerry's pets 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 Pets will accept the advice of the vet and the emergency contact will be contacted.
Any treatment required will be payable by you the owner upon return. We will use the veterinary practice your pet is registered with under your name and address providing it is within a 3 mile radius of Kerry's Pets. Alternatively, your pet will be treated under our Kerry's Pets 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 Pets accept no liability in the unlikely event that this may happen.

Bookings, Charges and Cancellations

- A contract will be deemed as active once a booking has been confirmed by Kerry's Pets.
8. If during our peak, busy times during school holidays you do need to cancel the booking or change the dates, 1 weeks notice must be given. You may still be liable for the full boarding costs in cases of cancellation at short notice unless we are able to fill the space. 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 Pets 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 Pets needs to cancel your booking, at least 1 weeks notice will be given to you. However, in exceptional circumstances where we believe animals may be at risk, we may have to cancel with little or no notice given.
For example: In the event of an outbreak / high risk of a contagious animal 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. **Wednesday afternoons, Sundays and Bank Holidays** we are **closed**, no drop offs, or collections can be made on these days.
 13. ***Bank Holidays** incur a set £3.00 additional charge on top of the daily rate.
*Christmas Day, Boxing Day and New Year's Day each incur a set £4.00 additional charge on top of the daily rate. (Excluding hamsters and gerbils)
 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: Vets trips out of business hours. Animals that require extra time, 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 Pets 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 Pets are released of any and all such liabilities.

Data Protection – How your information is used

When you contact us to board your pet at Kerry's Pets, we will as part of our terms & conditions request your name, address, email and contact numbers. This information is only used by Kerry's Pets and we will never pass it on to third parties.

We will only contact you for the reasons listed below:

*To confirm boarding dates and your booking, this will be done via email

*To remind you about rabbit vaccinations

*If we need to discuss alternative drop off / collection times of your pet(s)

*If you have not turned up with your pet for boarding, or collection on the day, during the times agreed.

*If we have concerns/questions about your pet whilst in our care, or a follow up courtesy call

*We will contact you or the emergency contact should we need to take your pet to the vet

*We will ask which veterinary practice you use, we may contact your vets to request vaccination details prior to boarding for your rabbit(s), or to discuss any veterinary history if we have any concerns about your pet(s).

Removing your details from our records

For ease of making future bookings, we keep your details on file until you no longer require our services, no longer own your pet(s) or you request your details to be taken off our records. After which any paper copies will be shredded, or securely removed from our computer system.

You may, at any time, after any services booked have ended, and any fees due have been settled, contact Kerry's Pets to request that your details be removed from our records.

Pet Photo Updates

We may take photos of your pet(s) whilst boarding at Kerry's Pets to keep owners updated on their progress whilst in our care, which may be used on social media. For security, we will only ever use the animals pet name in relation to the photo and never the owners personal details.

If you do not consent to photos of your pet being taken and used on social media, please let us know.

Please read Kerry's Pet Hotel Terms & Conditions including the Data Protection Policy.



Kerry's Pet Hotel - Rabbit Vaccinations



Rabbits require two separate annual vaccines. They need to be given at least two weeks apart and cannot be done at the same time:

(Injections to be given at least two weeks apart)	<u>Nobivac Myxo/RHD</u>	<u>Filavac or Eravac</u>
Viruses Covered:	Myxomatosis & RHD1	RHD2
How often a booster is required:	Once a year	Every 6 months
<u>Overdue & first-time vaccines</u> Amount of time from date given for full immunity: (21 days in total)	14 days	7 days

The time scale above applies if you have allowed your rabbits vaccines to become out of date. They need time to become effective again.

IMPORTANT! If either vaccine is overdue, it will not be acceptable to have vaccines done on route to the hotel!

**We will request proof of both the vaccines, they cover:
Myxomatosis, RHD1 & RHD2**

(Please email us a clear photo of each rabbits vaccine card so we can advise what action needs to be taken prior to boarding.)

Rabbit(s) not vaccinated to our requirements will result in refusal of boarding, meaning you would need to seek alternative emergency holiday care & you would be charged for any days booked.

We cannot compromise on this policy.

