



Terms and Conditions

Booking your pets stay

1	A contract will be deemed active once a booking has been received via telephone or email. A hutch will be secured for your pet(s). On receipt of your booking, an invoice will be issued, with details of the payment. The invoice is confirmation of a successful booking.
2	Payment must be received in full prior to the start of your pet(s) stay. Payment can be in cash or bank transfer. Unfortunately, we are unable to accept cheques.
3	Deposits may be requested during peak times to secure your booking. This will account to a maximum of 10% of the booking, and must be paid 7 days prior to the arrival. If a deposit is payable, this will be clearly detailed on the invoice.
4	We do not charge cancellation fees, however, during peak times, if a 10% deposit has been made, this will be non-refundable if the cancellation is within 7 days of the booking arrival date.

Arrival and Collection

1	Being prompt for drop off and pick up times (by appointment only) is much appreciated. Drop off and collection times are strictly between 7am – 8pm and our boarding accommodation is closed after 8pm. We understand that things cannot always go to plan and if you are running late for any reason please telephone to let us know, and we will attempt to accommodate.
2	If your pet needs to be separated from its companion due to fighting, you will be liable for the boarding fee of the second hutch, payable on return. We will endeavour to keep companions together but if fighting and injuries occur we have to put your pet's safety and wellbeing first. We will notify you of this situation should it arise.
3	If your pet is already boarding with us, and you wish to collect your pet earlier than the date originally provided, you may still be liable for the full boarding costs. If you wish to extend their stay and we can accommodate the extra period, payment will be required on your return.
4	If you do not collect your pet on the agreed day without prior arrangement then you will be charged for any extra day at £20 per day.
5	We request that your animals arrive in a suitable pet carrier, and this is to remain with Burrows Bunny Boarding during the stay, in case your pet requires any medical treatment.

During your pets stay

1	Your pet will either be housed in one of our outdoor hutches, or indoor cages, depending on your booking.
2	Fresh food, water and bedding will be provided daily, including fresh vegetables and access to a run for at least 1 hour per day.
3	We request that you supply your pets own dry food , to ensure consistency in their diet, and to avoid causing an upset stomach. Please ensure that you provide enough food to cover the stay, with some additional food in case of emergency.
4	Caged birds will not be provided with flying time, unless agreed in advance.

Health of your pet

1	Rabbits must be vaccinated against Myxomatosis and VHD or Burrows Bunny Boarding will refuse to board your rabbit. Where possible, please provide a copy of the vaccination card.
2	Any existing medical conditions must be discussed prior to the stay of your pet, each case will be taken into account. If your pet does have a medical condition, illness or injuries, please provide details of the condition and any treatment/medication that is required. We will not accept any pet that is showing any signs of any undisclosed illness, disease or injury.
3	If your pet does become ill whilst in our care we will endeavour to contact 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. Any treatment required will be payable by you upon your return. Your pet will be treated at our vet and details will be forwarded to your own vet. By agreeing with these terms and conditions, you agree to pay any veterinary costs your pet incurs. We will also require details of your own vet in case our vets need to see any past conditions
4	Sadly, small animals can pass away with very little warning and very quickly after showing signs of an illness. If this does happen, we will contact you immediately to discuss your wishes should your pet pass away in our care. We accept no liability in the unlikely event that this may happen. You will be liable for any veterinary fees incurred, including cremation.
5	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 after boarding with us, they are the responsibility of the pet owner and that Burrows Bunny Boarding are released of any and all such liabilities.
6	Your pets will not come into contact with any other animals other than their own. If you discover your animal is pregnant we will not accept responsibility as this will not happen in our setting.

Non collection of pets

1	Any animal not collected within 48 hours will be passed onto animal welfare, if we cannot contact you.
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Emergency Contacts

1	We will ask for details of an emergency contact. Please make sure this is someone who is willing to collect your pet, either from us, or a vet in an emergency.
2	If you do not provide us with details of your vet, your pet will be taken to a local vet and the cost will be charged to you.