



TERMS & CONDITIONS

Payment

Our charges are for 24 hour booking slots from 11am on day one to 10am on the final day. If your collection extends past a full 24hours there will be an additional day charge – you can add a late check out up to 5pm for £5 in your online booking. Collection any later than 5pm on the last day will be charged at a full days rate as we are unable to offer the accommodation to any other guests on that day.

Payment must be received in full prior to the start of your pet staying with us.

We request a non refundable deposit of 25% to secure your booking, 50% non refundable deposit one month prior to your booking start date and the balance prior to or on arrival. Failure to pay by these deadlines will result in your booking being cancelled.

Vaccinations

For the safety of all of our guests all rabbits must have up to date vaccinations for Myxomatosis, VHD and RHD2. We will ask for proof of this (you vet will normally provide you with a document confirming this).

Communal Space

We have areas that any guest can use for exercise however we require your approval for your pets to be allowed into this space (whether that be inside or outside).

Health & Wellbeing

We ask you to provide us details of any known or previous medical conditions at time of booking (we may need to contact your vet for further information). We are only able to accept healthy pets and will conduct health checks upon arrival at Chelmsford Bunny Lodge. We are unable to accept any pets with parasites, worms, mites, snuffles, weeping eyes/ears, contagious conditions.

If your pet becomes ill while in our care we will contact you (or your emergency contact if you are unavailable immediately). By booking with Chelmsford Bunny Lodge you authorise us to seek vet care for your pet if we believe it is necessary, we will try to contact you first. However, if we are unable to contact you or your emergency contact we will continue with vet care if necessary.

All medical fees (consultations and treatment) will be the sole responsibility of you as the owner of the pet. We will keep you up to date with the vet's recommendations. However, if you are not contactable we will authorise the vet's care on your behalf. If you have a maximum budget for vet care, please notify us so we can ensure the vet is aware with any treatment recommendations.

We accept no liability for any pets that become ill or pass away while staying at Chelmsford Bunny Lodge.

Late collection and Failure to collect pets

We will look after your pet until the agreed collection time. If you need to change the date or time please contact us asap to check we have availability and additional charges may apply.

If you have not collected your pet at the agreed time we will contact you or your emergency contact immediately.

We will continue to try to contact you for 7 days from the agreed collection time. If we are still unable to contact you after this time we will seek to rehome your pet. You will remain liable for additional boarding charges as well as any charges associated with rehoming your pet.