



TERMS & CONDITIONS

UPDATED APRIL 2019

Booking and Payment

Bookings are only secured once deposit has been received, this should be no later than 48 hours after the booking confirmation has been sent to you or the dates will be made available to new enquiries.

Our charges are for 24 hour booking slots starting between 6pm & 7pm on day of drop off, collection will be between 6pm & 7pm on day of collection.

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

Deposit

We request a non refundable deposit of 25% to secure your booking within 48 hours of the booking confirmation being sent to you, a further 25% 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 may result in your booking being cancelled and deposits are non refundable in this instance. Please note we will send payment reminders for the deposit payments and require payment within 48 hours of these reminders otherwise we may cancel your booking and release the dates to our waiting list.

Please note – during period of national travel uncertainty we may adjust our deposit due one month prior to arrival to be less than this. This is at the sole discretion of Chelmsford Bunny Lodge and we reserve the right to return to our standard terms and conditions at any time. (updated April 2020)

Vaccinations (Rabbits)

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 be able to provide you with a document confirming this). If you have any queries regarding vaccinations please contact us.

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). Only bonded guests will be in the space together. No guests will come into contact with each other outside of their bonded group.

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) and no later than one month prior to check in using our online check in form. Unfortunately if medical conditions are not disclosed a month prior to check in we may not be able to accept the guest at time of drop off.

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 or any 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 in line with the vet's recommendations. PLEASE NOTE - 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.

In the unfortunate incident a pet may pass away we will ask our vets to look after your pet until your return.

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 with us or at other boarding establishments if we do not have space, as well as any charges associated with rehoming your pet.

I AGREE TO THE TERMS AND CONDITIONS

(online confirmation is taken when you tick the 'I agree I have read and accept all terms and conditions' box on the check in form)

If you have any questions or queries please contact us at info@rabbitboarding.co.uk prior to accepting the terms and conditions on the check in form.