



TERMS & CONDITIONS

UPDATED MAY 2021

Chelmsford Bunny Lodge reserve the right to update our terms and conditions and they will always be included on your booking email so we recommend reviewing each time to ensure you are in agreement prior to payment of your deposit.

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 no later than 24 hours 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 non refundable deposit to 50% of the total booking value is due 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 – all deposits are non refundable and non transferable to alternative dates. If you are booking a holiday you are doing so with knowledge of the global pandemic of COVID and as such, should ensure your insurance have cover for any cancellation of pet boarding.)

The final balance is due no later than 24 hours PRIOR to your pet arriving with us.

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 (your 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 unbonded guests will come into contact with any other guests.

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

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

In the unfortunately 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.