



Riverside Cat Hotel - Terms & Conditions

Fees

1. Customers are required to pay a deposit of half the estimated booking fee, or £50 whichever is the larger at the time of booking. Where the estimated booking fee is less than £50, the full fee is payable as a deposit. If the booking is cancelled **more than** 6 weeks prior to the booking start date, the deposit will be refunded. Payment can be made by cash, debit or credit card or bank transfer.
2. Provisional bookings (i.e. those made without the payment of a deposit) will be held for 7 days after which the booking will be cancelled unless the deposit has been received.
3. Cancellations made **less than 6 weeks** prior to the booking start date will incur the full booking charge. An invoice will be issued for the cancelled booking (if you have holiday insurance, the insurance company may reimburse you).
4. Changes made less than 6 weeks prior to the booking start date that shorten the booking period will be charged the full cost of the original booking.
5. Should you decide to collect your pet(s) prior to the agreed collection date; the **full booking fee will be charged.**
6. Fees are payable for each day the pet occupies a unit and this **includes the day of arrival and the day of departure.** For all bookings that exceed 10 days there is no charge for the last day if you collect during the morning opening hours.

Pricing policy

- 1 rabbit occupying one unit per day £9.60
- 2 rabbits occupying one unit per day £15.40
- 3 rabbits occupying one unit per day £19.20
- 1 – 4 guinea pigs occupying one unit per day £8.20

Fees are inclusive of veterinary and public liability insurance, meals, grooming, administering medicines, and time spent pampering our boarders.

Small Pet Health

7. All rabbits must be immunised against Myxomatosis (Myxi) and Viral Haemorrhage Disease (VHD) and will not be accepted without proof of immunisation.
8. We reserve the right to refuse admission to any rabbit or guinea pig showing signs of illness.
9. Whilst boarding with us all veterinary care for existing medical conditions will be payable by the customer (including any visits to the vets).
10. Snuffles - the rabbit version of a cold; it can spread quickly. If you suspect your rabbit has a cold it will need to be isolated from any companion you bring to the boarding facility.
11. Feeding is in accordance with the owner's wishes, thus avoiding upset tummies and the risk of fly strike. Bedding is changed daily and the Eglu rabbit housing is washed out daily with appropriate pet disinfectant. The Eglu and its run are moved frequently to allow for grazing.

12. All animals boarding with Riverside Cat Hotel are covered by our veterinary insurance policy.

Safety & Wellbeing

13. Rabbits and Guinea pigs should be brought to Riverside Cat Hotel in a suitable securely fastened container. No responsibility can be taken by Riverside Cat Hotel for the loss of any pet where this advice is not observed.

14. Containers will be kept on the premises until customers collect their pet(s).

Business Name: Thornydown Associates Ltd T/A Riverside Cat Hotel
Company Registration Number: 02491543
Directors: Kelson John Land & Pamela Margaret Land