

Please review my terms and conditions thoroughly before making a booking. By confirming your reservation, you acknowledge that you have read and agreed to the following:

Contract Initiation

Once your booking is confirmed and full payment is received, our contract will commence as outlined below:

Health & Wellbeing

To ensure the safety of your pet(s), mine, and other boarding animals, it is essential that your pet(s) is/are in good health. Any pre-existing medical conditions must be disclosed on your booking form. Should your pet become unwell prior to boarding, please notify me immediately. I will evaluate the situation on a case-by-case basis to determine if we can proceed with the boarding.

Skin Conditions, GI, Contagious animals

If your pet has any skin conditions, I require written confirmation from your veterinarian stating that it is not contagious. I cannot board pets that are experiencing a cold or cough, have mites or lice, have undergone general anesthesia, or have been treated for gastrointestinal (GI) stasis within the last seven days prior to boarding.

Vaccinations & Fly Strike treatment

All rabbits must be vaccinated against RHD1, RHD2, and Myxomatosis. There should be at least two weeks between their last vaccination and their arrival date with us. It is also recommended that all pets are treated for worms, fleas, and mites.

For Summer boarding: I recommend treating your rabbits and guinea pigs for fly strike since we are near farms. Start treatment in early summer, before you see flies. For ongoing protection, reapply every three months. You can send the treatment with your pets and leave a written consent form for me to apply it.

Pre-existing Medical Conditions and Medication

If your pet requires medication for a pre-existing condition, please indicate this on the booking form, and I will inform you if I can accommodate their needs.

Illness or Injuries While Boarding

If your pet becomes ill while in my care, I will make contact with you before I'll take them to your local veterinarian (within 10 miles of Scarrington). If your vet is not local, I will take them to our vet, Buttercross Vets, at the earliest available appointment. Unfortunately, small animals can deteriorate rapidly despite receiving medical care. In such cases, I will contact you immediately to discuss your preferences. I accept no liability for any such occurrences and you will be responsible for any veterinary fees incurred. I do not provide veterinary insurance and highly recommend that clients insure their pets. If you do not wish for me to take your pet(s) to the vet under any circumstances, please leave a signed note confirming this with me when you're dropping off your pet(s).

Dirty Bottoms and Matted Fur

Pets arriving with dirty or matted bottoms may be refused boarding and will be referred to a veterinarian for cleaning or trimming at the owner's cost. No refunds will be issued.

Other Considerations

Accommodation

Your pet(s) will have exclusive access to their hutch(es)/cage(es) and will not interact with other guests. Tina's Small Pet Boarding accepts no responsibility for any pet pregnancies. All animals will be kept separate unless you specify that they are bonded and that they're living together/sharing.

Fighting

If separation is necessary due to fighting, I will make every effort to provide suitable separate accommodation, and you will be responsible for any additional boarding fees.

Pet Carriers

Please bring your pet in a suitable carrier lined with a blanket or hay to minimize stress or injury during travel.

Payment

Full payment is required within seven days of your booking.

Arrival and Collection Times

Core times for drop offs and collections are 9:30-14:00 Mon-Sun. Other times are possible but need prior arrangement. Please note you can select your collection/drop-off times during the online booking process. Please arrive at the agreed times. If you are running late, please contact me to arrange a new time.

Liability

Tina's Small Pet Boarding accepts no liability for any pregnancy, accident, injury, death, or theft involving pets or their owners.

Abandonment

Agreed Collection Date

The collection date and time must be confirmed by 17:00 the day before collection. You are required to pick up your pet by 17:00 on this date unless otherwise agreed.

Failure to Collect

If you do not collect your pet by the agreed time, I will attempt to contact you at least three times using the contact information provided. You must respond within 48 hours of 9:00 AM on the agreed collection date.

Daily Charges

If your pet is not collected by 17:00 on the agreed date, an additional boarding charge at the usual daily rate will apply for each day your pet remains in my care. An administrative fee of £5 per day will also be charged to cover additional handling and care during this period.

Failure to Respond

If I do not receive a response from you within 48 hours after the first contact attempt, starting from 9:00 AM on the agreed collection date, your pet will be considered abandoned.

Surrender to Animal Shelter

In the event of abandonment, I reserve the right to surrender your pet to an appropriate animal shelter or rescue organization. By agreeing to these terms, you waive any claim to your pet and acknowledge that the decision to surrender is at the sole discretion of Tina Gibbs at Tina's Small Pet Boarding.

Additional Costs

You will be responsible for all outstanding fees incurred during your pet's stay, including daily boarding charges, administrative fees, and any costs associated with surrendering your pet to a shelter. Any unpaid charges will be pursued through appropriate legal channels if necessary.

Liability

Tina Gibbs at Tina's Small Pet Boarding will not be liable for any emotional distress or inconvenience caused by the surrender of your pet as outlined in these terms.

Agreement to Terms

By boarding your pet(s) with us, you confirm that you have read, understood, and agreed to these terms and conditions. If you have any questions or need further clarification, please reach out using the contact information provided at the bottom of the page.

Cancellation and Refund Policy

Cancellations

- You may cancel your booking at any time by contacting Tina at Tina@guineaville.co.uk. Your cancellation takes effect on the date I receive the email.
- For your records, please keep a copy of any email sent to cancel your booking and note the date and time.
- I will acknowledge your cancellation via email within seven working days.

Refunds

- If you need to cancel your booking due to serious illness of your pet(s) or yourself, I may refund all or part of your fee if you inform me before the boarding date.
- If you cancel for any other reason, the following refund policy applies:
 - More than four weeks before the boarding period: 100% refund of your fees.
 - Less than four weeks before the boarding period: No refund of your fees will be given.