



Pets World's Luxury Pet Hotel reserves the right to change any of or in whole these terms and conditions without giving any notice

**Updated 22<sup>nd</sup> June 2020**

### **Bookings**

All bookings are made on the assumption that you can provide a full up to date vaccination card for each pet. A copy of this will be kept on file and must be updated after each kennel cough vaccination and/or yearly vaccination.

Charges are per day. The day of arrival is charged regardless of the time of arrival. No charge is applicable if you collect before 10am on the departure day (this must be arranged at the time of booking). Collections after 10am will incur an extra day's charge.

Peak periods (school holidays) are subject to a minimum 7 day boarding charge.

Christmas Day, Boxing Day and New Year's Day are subject to a double charge.

All services are subject to availability and at our discretion.

### **Deposits and payments**

A deposit of 50% is required at the time of booking. The remaining balance is due four weeks prior to arrival. All payments are non-refundable or transferable. Bookings are not secured until the deposit has been received.

### **Cancellations and Amendments**

**In the event that you need to cancel your booking please note our cancellation policy. This policy is applicable in all cases of cancellation and is strictly enforced. No cash refunds will be available.**

- )] 28+ days notice: Credit deposit for future booking minus a £50 admin fee.
- )] 14-28 days notice: 50% of holiday balance will be forfeited (to a minimum of £50). Remaining balance will be credited for future booking.
- )] Less than 14 days notice: Full balance of holiday will be forfeited.
- )] Reduced bookings/early collections: No credit will be given for any adjustments made with less than 28 days notice.

At the management's discretion and without prejudice to our cancellation policy, payments may sometimes be transferred to a customer credit in exceptional circumstances. This credit can be transferred to a future booking at the management's discretion. Unused customer credit will be removed and forfeited after 12 months.

In extraordinary circumstances we may have to make the decision to cancel a booking. In this situation clients will be entitled to either a customer credit for the payments applied to the affected booking(s) or a refund; clients will not be entitled to any other form of compensation.

### Veterinary Treatment

It is strongly recommended that owners provide their own pet insurance for the duration of their pet's stay. **We will require proof of insurance on check in.** Any veterinary attention required during the pet's stay is at the expense of the owner/legal guardian.

We reserve the right to consult a veterinarian of our choosing and to take any action we deem necessary for the welfare of the pet whilst in our care. This includes but is not limited to consultations, medications, hospitalisation and euthanasia where deemed necessary by the veterinarian for the animal's welfare; please note that we will attempt to make contact prior to authorising euthanasia but if this is not possible you give us authorisation to make this decision on your behalf. All veterinary fees are the responsibility of the owner and must be settled on departure.

Pets World's Luxury Pet Hotel's staff will notify you if we have any concerns which require emergency veterinary attention; any concerns which require non-emergency veterinary attention will be explained on check out.

We require an emergency contact/legal guardian (over the age of 18) to be authorised to make decisions on the owner's behalf if the owner is unreachable.

Pets World's Luxury Pet Hotel is authorised to transport your pet(s) in the case of veterinary visits.

The owner is responsible for notifying Pets World's Luxury Pet Hotel of any medical/behavioural information relating to each pet on arrival.

If any health issues are discovered which may be contagious or we believe may need treatment on check in we will require your pet to be checked by a veterinarian before they are checked in. We reserve the right to refuse admission to any pets showing signs of ill health.

All medication that accompanies your pet must be clearly marked with the pet's name, the dosage, frequency and the type of medicine clearly stated.

### Vaccinations

All initial vaccinations and kennel cough vaccinations must be administered **no less than 10 days prior to arrival**; your pet will be refused if this vaccination protocol is not adhered to. Proof of Vaccination **MUST** accompany each pet on their first visit and following each yearly vaccination.

**Dogs** - All dogs must be vaccinated on a yearly basis by a licensed veterinary surgeon against Canine Hepatitis, Parvovirus, Distemper and Infectious Bronchitis (Kennel Cough) for the duration of the stay, vaccinations must be administered at least ten days prior to arrival. We highly recommend that your dog is vaccinated against Leptospirosis. If you decide against this we will require you to complete a disclaimer.

**Cats** – All cats must be vaccinated by a licensed veterinary surgeon against Feline Infectious Enteritis (FIE), Feline Herpesvirus (FHV-1) and Feline Calicivirus (FCV) for the duration of their stay. We highly recommend that your cat is vaccinated against Feline Leukaemia Virus (FeLV).

### Essential information

No reduction is made when the client supplies their pet's own food; all food must be clearly labelled with the pet's name and quantity. If your pet is fed on raw food we require each meal portion to be individually bagged and marked with the pet's name.

**Pet World's Luxury Pet Hotel is not able to board female pets in season, as a result all females over the age of 6 months must be spayed, confirmation from your vet will be required. We require all male cats over the age of 6 months of be neutered.**

All dogs are to wear a flat collar with a valid identification tag.

All pets must be up to date with an appropriate flea and worming regime. In the event of us finding fleas on your pet we reserve the right to apply an appropriate flea treatment, the charge for the treatment will be the responsibility of the owners on check out. If your pet is due a worm or flea treatment whilst in our care this must either be purchased in store or supplied to us on check in detailed with your pet's name and the date the treatment is due.

Clients are welcome to bring a small bag with a comforter and safe rubber/plastic dog toys (soft toys and/or rope toys will not be accepted), we recommend size-appropriate Kong or Nylabone products. **Since the covid-19 outbreak for the safety of our team members we no longer accept beds or bedding.** Toys/comforters are accepted on the understanding that Pets World's Luxury Pet Hotel does not take responsibility for any damage or loss of personal items during your pet's stay.

Pets World's Luxury Pet Hotel reserves the right to attend to any concerns with regards to your pet's coat that would affect its health and welfare during its stay with us.

All photographs, videos and/or digital recordings which Pets World's Luxury Pet Hotel takes of your pet is the sole property of Pets World's Luxury Pet Hotel and can therefore be used as Pets World's Luxury Pet Hotel sees fit on their social media pages, website and/or in advertising material.

### **Non-Collection of a Pet**

Pets World's Luxury Pet Hotel reserve the right to take any action deemed fit with respect to your pet in the event of non-collection and/or contact by the owner after 14 days from the due date of collection.

I authorise Pets World's Pet Hotel to use my data for the purpose of sending me periodic emails for marketing and dissemination of information purposes, e.g, limited spaces for peak periods or any special offers we may have. This information will not be passed onto third parties except in the case of veterinary treatment, in this case the data will be transferred to the applicable veterinary practice. Please leave blank if you do not wish to receive this information.

Sign

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Print

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Date

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