

***Willerby Warren
Boutique Rabbit and Guinea Pig Boarding***

Your Details:

Name:.....

Address:

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Email:.....

Contact Telephone

Number(s):.....

Pet Details:

Type of Pet:.....

Pets Names:

1:.....**Age:**.....**Breed/Description**.....

2:.....**Age:**.....**Breed/Description**.....

3:.....**Age:**.....**Breed/Description**.....

Dietary Requirements:

What dried food do they have with them?.....

What vegetables/fruit do they usually have?.....

.....

Preference for Water Bowl or Water Bottle, or both?.....

Please provide the name, address, and contact number of your Pets Registered Veterinary Practice:

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Emergency Contact:

In the event of an emergency, when we cannot get hold of you, who would you like us to call to make any decisions with regards to your pet(s)?

Emergency Contact Name:.....

Telephone Number:.....

Booking Information:

Date of Arrival:.....

Date of Departure:.....

Please feel free to provide below any other additional information, with regards to your Pet, i.e. temperament, likes or dislikes, so we can make your Pets holiday an enjoyable, comfortable, and 'home from home' stay with us.

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Social Media:

Please state how you wish to be kept up to date with your Pets holiday - Email; Whats App; Text; Facebook Messenger:

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Do you wish to see pictures of your Pets on holiday at Willerby Warren via our Facebook Page: YES:.....NO:.....

If YES, you are agreeing for pictures of your Pet to be made visible to our Willerby Warren Facebook Community. Please note only pictures and Pets names are given, and no reference to whom they belong to or addresses.

Declaration:

I can confirm that I have read and understood the Terms and Conditions for boarding my pet at Willerby Warren, as provided on the Website and Paper Format, and I wish to board my pet in accordance with them.

SIGNED:..... PRINT:.....

DATE:.....

(Rev 26/07/20)

WILLERBY WARREN - TERMS AND CONDITIONS

PLEASE READ ALL THE POLICIES AS BELOW:

Vaccinations Policy:

Please note that for all Rabbits staying with us, ***(regardless of whether they currently live indoors or outdoors)*** we must see current up to date vaccination certificates against Myxomatosis, VHD1 & VHD2. Please provide sight of all certificates prior to their arrival and bring with you on the day your Rabbit (s) arrives at Willerby Warren.

- The Myxomatosis and VHD1 vaccination is a single combined vaccine offered by Vets (Nobivac Myxo-RVHD) and takes up to **3 weeks to become effective.**
- The VHD2 vaccine (Either Filavac or Eravac) is given separately and usually around 2 weeks after the Myxo/VHD1 has been given. These vaccines take around **7 days to become effective.**
- Veterinary practises are now also offering a new single combined vaccination which covers ALL the above diseases – this is **Nobivac Myxo-VHD PLUS.** This takes **3 weeks to become effective.**

Please note the timescales for the above vaccines to become effective. If the required amount of time for immunity to develop is not fully met, we are unable to accept your rabbit(s) for boarding, so please plan ahead and prepare accordingly, and give your rabbit time to fully recover from any side effects they may (usually quite rarely) experience.

Flystrike Treatment Policy:

For Rabbits boarding in our outdoor accommodations, it is the Owners responsibility to ensure that all Rabbits have received the relevant Flystrike Treatment. Regular checks will be made on all outdoor Rabbits boarding; however, Willerby Warren will not be liable for any loss of life as a result of Flystrike.

Booking Accommodation Policy:

In order to fully secure your pets accommodation, for new clients, you are required to complete and return our Booking Form which can be found on our Website.

[Willerby Warren Rabbit and Guinea Pig Boarding | Willerby Warren | Flintshire | North Wales](#)

Booking fees are payable for everyday and date that accommodation is booked, inclusive of the day and time of arrival and departure.

A non-refundable Booking Fee will be required upon making any bookings with Willerby Warren. You will be notified of the amount upon your enquiry. Your booking fee and completed booking form secures the accommodation.

Cancellation Policy

Customers are required to give us at least 7 days' notice of cancellations, otherwise they will be required to pay 50% of their invoice total for that particular booking. If you fail to turn up on your booking arrival date, you will be liable for the full invoice total for that booking.

Non collection of Pets Policy

If you fail to collect your Pet, we will endeavour to contact you to establish when you are collecting. If after 5 days we are still unable to contact you (i.e. receive no responses to our emails, texts, phone calls etc, etc), we will keep your pet for 7 days, upon which we will then make the necessary arrangements to rehome. **It is your responsibility to ensure that you collect your pet on the agreed date/ time.**

Boarding Policy:

All pets will be kept separate unless they are a bonded pair / group. Willerby Warren will take no responsibility for any pet's pregnancy. Please note that we do not board pregnant pets.

If bonded pets need to be separated due to behavioural issues, health issues, or any other issues which necessitate them to be separated, you will be charged the relevant daily rate of pay for that additional accommodation.

Veterinary Treatment:

Should your pet require medical treatment, day or night, during their stay at Willerby Warren, they will be taken to our local Veterinary Practice, with whom we are registered, and treated under Willerby Warren. Fees will be paid by Willerby Warren, and owners will be required to provide FULL REIMBURSEMENT of all veterinary fees accrued, on the day of collection of their pet. We do not offer any 'instalments repayment' arrangements. Full reimbursement must be made.

For long term Boarders, reimbursement is required immediately upon each medical treatment required.

Treatments and/or Medications

If your pet at the time of boarding with us is under the care of your Veterinary Practitioner and requiring medication for a non-contagious condition(s), we are able to administer this if the treatment is via syringe/soluble solution. Willerby Warren is unable to administer treatment via injections. *You are required to notify us immediately if your pet requires any medical treatment, as per the above, to be administered whilst they are boarding with us.*

Please notify us immediately if your pet becomes poorly/unwell before they are due to board with us. Willerby Warren reserve the right to refuse to administer any medical treatment(s) if they so decide. Willerby Warren also reserve the right to decline boarding any pet based on its illness.

Willerby Warren reserve the right to refuse boarding of any pet if they prior to or upon arrival appear to be in poor health i.e. weak, frail, eye or nose discharge, dirty bottoms, sneezing, mobility problems due to unattended health issues... please note this list is not exhaustive.

Death

Unfortunately pets can become poorly quite quickly and sometimes with little or no signs of illness. In the unfortunate event of a death occurring, we will contact you immediately (if you have stated this), and follow your wishes. If we are unable to contact you, we will contact your nominated 'emergency care' contact. ***It is your responsibility to ensure that your 'emergency care' contact is fully aware of your wishes should your pet become poorly and die.***

When you undertake a booking with Willerby Warren, please be mindful that a booking between Clients and Willerby Warren constitutes a contract between both. When you undertake a booking with us it is on the understanding that Clients have read, understood, and agreed to all the terms and conditions stated.

COVID -19

As per current guidelines, we are now operating under COVID-19 procedures. Please refer to our 'Home Page' to access this information.

****All pets boarded at Willerby Warren are done so at the sole risk of the Owner(s). Whilst every care will be taken, Willerby Warren will not be liable for the theft, injury, illness, loss or death of any pets in its care.***

(WW Rev 26.07.20)