



## **Riverside Cat Hotel - Terms & Conditions**

### **Small Pet Health**

1. All rabbits must be immunised against Myxomatosis (Myxi) and Viral Haemorrhage Disease (VHD) and will not be accepted without proof of immunisation.
2. We reserve the right to refuse admission to any rabbit or guinea pig showing signs of illness.
3. Whilst boarding with us all veterinary care for existing medical conditions will be payable by the customer (including any visits to the vets).
4. 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.
5. 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.
6. All animals boarding with Riverside Cat Hotel are covered by our veterinary insurance policy.

### **Safety & Wellbeing**

7. 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.
8. Containers will be kept on the premises until customers collect their pet(s).

### **Fees**

9. Customers are required to pay a deposit of £50 or the full booking fee (whichever is lower) at the time of booking. If the booking is cancelled more than 14 calendar days prior to the booking start date, the deposit will be refunded. Payment can be made by cash, debit or credit card or by cheque supported by a banker's card.
10. Cancellations made less than 15 calendar days 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).
11. Should you decide to collect your pet(s) prior to the agreed collection date; the full booking fee will be charged.
12. Fees are payable for each day the pet occupies a unit and this includes the day of arrival and the day of departure.

**Business Name: Thornydown Associates Ltd T/A Riverside Cat Hotel**  
**VAT Registration Number: 541 9951 22**  
**Company Registration Number: 2491543**  
**Directors: Kelson John Land & Pamela Margaret Land**

**Pricing policy – inclusive of VAT at the current rate**

- 1 rabbit/guinea pig occupying one unit per day £5.75
- 2 rabbits/guinea pigs occupying one unit per day £9.20
- 3 rabbits/guinea pigs occupying one unit per day £11.50

Where pets from the same family are not happy to be housed together we can offer them separate accommodation as per the charges above.

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

We offer discounted rates for retired persons (evidenced with a bus pass or similar).

**Long term boarding**

We offer discounted rates for long term boarding – please ask for rates when booking in your rabbit/guinea pig.

**Long term boarding fees: The first 8 weeks is payable in advance by card or cash; thereafter each months boarding is required to be paid at the beginning of each month by BACS direct into our bank account.**

**Opening Hours**

**Arrivals and Departures:**

**Monday to Saturday: 9.00am – 11.30am**

**and 4.00pm – 6.00pm**

**Sunday: Collections only from 11.00am – 12.00pm**

**BANK HOLIDAYS: CLOSED**

We are open for viewings by appointment only – this is to ensure that the proprietor is available to meet clients at an appropriate time when pets are not being collected or dropped of.

For security reasons we are unable to show clients around when pets are being fed and their accommodation is being cleaned.

Mrs Pam Land  
Riverside Cat Hotel  
Tel: 01980 611083  
[www.riversidecathotel.com](http://www.riversidecathotel.com)