

*Mrs Lesley Irwing  
Bunny Manor Hotel  
Eakley Manor Farmhouse  
Eakley Lanes  
Stoke Goldington  
Newport Pagnell  
MK16 8LP*

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## **TERMS & CONDITIONS**

Here at Bunny Manor Hotel, the health and welfare of the animals is very important to us. Please read the terms and conditions below. You will be asked to sign the booking form to confirm you accept.

- All animals must be up to date with their vaccinations (if applicable). Certificates must be brought on your first visit.
- Bunny Manor Hotel will not accept any pet that is showing signs of illness, disease, injury or pregnancy unless previously discussed. If your pet does have any conditions, illnesses or injuries, details and treatment must be given on the booking form.
- You agree that I am authorized to contact your vet in a medical emergency.
- If your pet does become ill, I will inform you and/or your emergency contact immediately. If I am unable to contact you and your pet needs veterinary care, I will transport the animal to either your or my vets as agreed. Any treatment required and any other costs incurred will be charged to you, the owner. Your pet will be treated under your name and address.
- I can take no responsibility for any pets pregnancy as all animals except bonded pairs are kept separate at all times.
- Sadly, small animals can pass away with very little warning and very quickly after first showing signs of an illness. If this does happen, I will contact you immediately to discuss your wishes. Bunny Manor Hotel accepts no liability in the unlikely event that this may happen.
- A contract will be deemed active once a booking confirmation has been sent. At least 48 hours notice must be given of any change or cancellation of the booking. If you fail to arrive on the due day you will be liable for the full boarding costs.
- **Cancellation Policy** - 50% of the final due amount if cancellation is less than 2 weeks before the arrival day. 100% of the final due amount if cancellation is less than 2 days before the arrival day.
- Times of arrival and collection must be provided on your booking form. If you are unable to make the time stated or are running late, please ring to advise and agree a new time.
- If your pet is already boarding and you wish to collect him/her earlier than the date originally provided, you are still liable for the full boarding costs.
- If your pet is not collected on the due day and I am unable to contact you or your emergency contact, after 10 days your pet will be re-homed.
- All animals are boarded at their owner's risk.

**YOU WILL BE ASKED TO PAY 50% OF THE COST OF BOARDING BY CASH, CHEQUE OR BACS TRANSFER ON DAY OF ARRIVAL. BALANCE TO BE PAID ON COLLECTION. CHEQUES TO BE MADE PAYABLE TO LESLEY IRWING.**