**Broom Farm Small Animal Retreat Terms and Conditions**

 1. All clients will be deemed to have accepted Broom Farm Small Animal Retreat (Hereby known as BFSAR) terms and conditions (as laid out here) on signature of the contract.

 2. Holiday surcharges apply on Bank Holidays; this is normally although not limited to double daily rate.

3. For rodents, BFSAR supply fresh water, hay, bedding, fresh grass, and fruit & veg. Any materials needed to keep your pet’s enclosure clean (F10 products) are also supplied.

4. For reptiles, BFSAR supply live food and calcium powdert (where applicable), and any materials needed to keep your pets enclosure clean (F10 products). Insecticide (diluted Frontline) is used in between inhabitants and then enclosure thoroughly cleaned.

5. It is your responsibility to ensure your pet is free of mites or any other infestations prior to boarding.

6. Unwell animals, pregnant animals and those on non-routine medication may not be boarded.

7. BFSAR can administer routine medication. This will be done on instruction from the client. BFSAR is not liable for decline of health or any incident in relation to the administering of medication where client instructions have been followed.

8. Your pet must be collected at the agreed date and time. If you are delayed, you must contact us as soon as possible. If your pet needs to stay in our care longer, you will be charged for any additional days. If we have not been contacted within 7 days of the agreed collection date, we will start re-homing proceedings using local rescue centres. A charge equal to double the current daily rate will be payable for the entire period following the original booking end date until the day of re-homing. Any and all costs will be billed to you. Non-payment may result in court proceedings.

 9. If you decide to collect your pet(s) before the end of the booking date - we do not refund payments for early departures and collection times will need to be agreed.

10. If we are concerned about the health of your pet, we will try our best to contact you. If we cannot speak with you, you agree that all decisions made by BFSAR on your behalf will be made in the best interests of the animal. We will always attempt to seek advice of a competent animal veterinary practitioner. You agree to pay the veterinary and associated costs, reimbursing immediately upon your return and before your pet is collected.

11. BFSAR does not accept any responsibility in the unlikely event of your pet becoming ill or passing away whilst in our care unless negligence can be proven through a veterinary report.

 12. Although unusual, small pets can pass away suddenly without warning and without showing any symptoms. In the unlikely event that your pet passes away, we do not have the facility to keep them. You will be notified immediately and your pet will be taken to our local vet for you to make your own arrangements on your return.

13. Unlike dog kennels, small boarding facilities do not require licensing. As stated in this contract, pets are left at the owner's risk. We have Public Liability Insurance and associated business related home insurance cover. As with any insurance, Terms and conditions apply. In the event that your animal becomes ill or passes away in our care and any subsequent insurance claim is declined, BFSAR is released from any and all responsibility.

14. Boarding is only confirmed upon receipt of a completed Boarding Form, signed Terms & Conditions, and/or full upfront payment. Until this criterion is met, the booking is NOT secured.

15. If you cancel a confirmed booking with less than 48 hours notice before commencement of the agreement you are liable for the full cost of the booking.

 Signed:

Printed:

Date: