

The

Small Animal Hotel



Elton Head Hall Farm, Elton Head Road, Rainhill, St. Helens WA9 5BY

www.themallanimalhotel.com

www.facebook.com/themallanimalhotel

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themallanimalhotel@outlook.com

PLEASE READ THE TERMS AND CONDITIONS FIRST

Owners Details

Full name

Address & Postcode

Home phone number _____ Mobile number _____

Email address

Emergency holiday contact name & number

How did you hear about us? _____ Has your pet stayed with us before? _____

Name & Address of your Veterinary Surgery

Phone

Pets holiday booking

We are open Monday-Friday 9am-12pm & 6-7pm. Saturday 9am-1pm **BY APPOINTMENT ONLY**

Arrival **date & time** of you dropping your pet off

Departure **date & time** of you collecting your pet

You must make an appointment in order to book your pet in so we can ensure their room is ready

Please note home collection/delivery service is available, prices start from £20

First Pets Details

Name _____ Male/Female
Age _____

Type of pet (rabbit, guinea pig, etc.) _____ Has your pet been neutered/
spayed? _____

Breed/markings/description

Any medical problems/conditions/medication/allergies?

We provide hay and the following fruit/veg. Please circle what your pet would like to eat:

apple kale spring greens romaine lettuce carrots celery green beans parsley green/red pepper
broccoli

How much fruit/veg are they fed daily?

You are required to bring your pets own dry food with you. How much dry food is your pet fed daily?

Any foods etc. they should **not** have?

Does your pet drink from a water bottle or bowl?

Additional Pets Details

Will they be sharing a hutch/cage?

Name _____ Male/Female
Age _____

Type of pet (rabbit, guinea pig, etc.) _____ Has your pet been neutered/
spayed? _____

Breed/markings/description

Any medical problems/conditions/medication/allergies?

We provide hay and the following fruit/veg. Please circle what your pet would like to eat:

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Any foods etc. they should **not** have?

Does your pet drink from a water bottle or bowl?

The Following Section is for **RABBIT Customers ONLY**

Date of rabbit/s vaccination/booster (**you must bring vaccination card with you on day of arrival - rabbits need to be vaccinated every year**) please note a 2-week gap between date of first ever vaccination and arrival date of pet's holiday is required to ensure the vaccine is working

Has your rabbit/s had the new vaccine for RVHD2? This will become compulsory when it is more widely available from vets, please contact your vet to make a booking

Has your rabbit/s been treated by a vet with **Rearguard** for flystrike? If yes, please give the date this was done (Rearguard should be applied every 8-10 weeks and is **STRONGLY recommended between April-October**)

Do you treat your rabbit/s at home with over the counter sprays for prevention of flystrike? If yes, please give details of the product/s used and the date this was last done

We kindly ask you to ensure your rabbits bottom area is clean and faeces free prior to boarding, (particularly important during warmer months, April-October due to flystrike risk) unless there is an existing medical reason preventing this e.g. arthritis/teeth problems.

Additional Services

We offer the following additional services, please tick the box next to the service you require:

Digging Box

£5 each. Promotes natural healthy enrichment (please specify number required) _____

Grass Box

£5 each. Tasty snack for small pets (please specify number required) _____

Guinea Pig 'Pamper Party'

£20 per pet. Includes bath, shampoo, blow-dry, groom & nail clipping (for additional pets, please specify number required) _____

Rabbit/Guinea Pig Nail Clipping

£10 per pet. (For additional pets, please specify number required) _____

Johnson's Flystrike Protector/Beaphar Fly Guard

£3 per pet. To help prevent flystrike in rabbits (for additional pets, please specify number required)

Facebook

Would you like Facebook updates? This service is charged at £3 per week (1-8 days etc. Photos can take up to 3 days during peak times)

If you would like your pet to be groomed please bring his/her brush with you, this service is free of charge

Accommodation

We offer 4 different types of accommodation, please tick the box next to the accommodation you require:

Hutch

£8 per day. Dimensions: 10 sq ft. Pets go outside in a 48 sq ft run every other day for 3 hours (weather permitting). Maximum capacity = 2 rabbits or 3 guinea pigs per hutch

Hutch (with run)

£11 per day. Dimensions: approx. 60 sq ft. of floor space. Pets have access to both the hutch and run 24/7. Toys are included. Maximum capacity = 4 rabbits per hutch (with run). Suitable for birds

Deluxe Penthouse

£14 per day. Dimensions: over 120 sq ft. of floor space. This is our largest and most luxurious accommodation type. Pets have access to both the sleeping area and run 24/7. This includes castles, bridge, mezzanine level and ladders, all with safety banisters. Suitable for birds

Own cage/vivarium

Hamsters are £5 per day. All other pets eg. Degu/tortoise/bird/bearded dragon are £8 per day. You will need to bring your own cage/vivarium with you to The Small Animal Hotel

***If your pet has any favourite toys/blanket you are welcome to bring these with you to the hotel**

****Prices are per room not per pet. Additional cost for over 2 pets sharing of £1 per day (per pet) in both hutch with run and deluxe penthouse accommodation (excludes guinea pigs)**

TERMS AND CONDITIONS – PLEASE READ VERY CAREFULLY

Opening Times

We're open Monday-Friday 9am-12pm & 5-6pm. Saturday 9am-1pm **BY APPOINTMENT ONLY**. You must make an appointment in order to book your pet in so we can ensure their room is ready. We are closed for pet drop off/pick up and viewings on Sundays, bank holidays, Christmas Eve and New Year's Eve.

Deposit, Days Charged and Prices

All days booked for, plus day of arrival and departure are charged for. A £30 **non-refundable and non-transferable deposit (per room/cage or vivarium)** will be charged to secure your booking. This deposit **ONLY** covers the dates booked for on this form, if your dates change we would need another booking form and £30

deposit. The deposit will be deducted from your final bill. The following days are charged at double rate: Christmas Eve, Christmas Day, Boxing Day, New Year's Eve and New Year's Day.

Medication/creams are 50p per treatment. Please note we require 7 days cancellation notice before the arrival date or you will still be charged even if you decide to come home early, amend the booking or change your dates - the full amount is still payable.

Minimum cost of stay is £30 and we can NOT take provisional bookings or pencil anyone in. Bookings made with less than 7 days to go will be required to pay the full amount via bank transfer/cash not just a £30 deposit. The Management reserves the right to cancel bookings at any time.

Health

A condition of boarding is that your pet is in a fit and healthy condition with no fleas and your rabbit must have had their vaccinations. Chickens need to be wormed prior to boarding. In the event of your pet showing signs of illness, we will contact you or your emergency contact immediately to discuss the situation. However, if we are unable to make contact (no answer on telephone) we reserve the right to take your pet to a vet immediately if we feel this is an emergency. If required we will take your pet to your registered vet if this is within a 5-mile radius, otherwise our own vet will be used (Rutland House, St. Helens). Any vet fees will be payable by you when you collect your pet. We accept no liability in the unlikely event your pet becomes ill, injured, lost or dies during their stay.

Non-Collection

If pets are not collected within 3 days of the date on which s/he is due to leave The Small Animal Hotel, and no communication is received from the owner, a decision to rehome your pet will be made at the hotel owners discretion. The full amount will still be payable.

Owners Name _____ Date

Owners Signature

BY EMAILING THE FORM TO US YOU ARE AGREEING TO THE TERMS AND CONDITIONS SET OUT ABOVE

Our bank details: Yorkshire Bank, account name: The Small Animal Hotel. Sort code: 05-09-80 account number: 47688730. Please let us know if you are using this method so we can check our account. **Send booking form and deposit within 24 hours of each other.**

Cheques made payable to 'The Small Animal Hotel'. Please return booking forms and deposits to: **The Small Animal Hotel, Elton Head Hall Farm, Elton Head Road, Rainhill, St. Helens WA9 5BY**