



Terms & Conditions

- Bookings will be held for 48hours on booking form being sent to client. Bookings will then be finalised, and a £10 non-refundable booking deposit will be charged. This must be received before booking is confirm.
- Short stay booking of less than five days are subject to cleaning supplement of £10.
- Cancellation of bookings: Bookings cancelled within 48hours of arrival date are charged at full booking cost. Booking cancelled within 7 days prior to stay are subject to 50% of the booking charge.
- Drop-off/Pick-up times are Monday – Friday 5:30pm – 7pm, Saturday/Sunday 10am or 5pm unless by agreed prior arrangement. If outside your arranged time you are late over 30 minutes late charges £10* will apply. We understand delays can happen when travelling so we ask you to let us know as soon as possible.
- All animals boarding with us must be in good health and any medical conditions discussed at time of booking. If any medical conditions develop after booking, we must be made aware prior to your stay.
- All boarders must provide a copy of up-to-date proof of vaccinations. Rabbits must be vaccinated against myxomatosis and viral haemorrhagic disease (VHD) (Animal cannot board without proof, we have the right to refuse booking).
- Sadly, small animals can pass away with little warning and sign of illness. If this does happen, we will contact you to discuss your wishes. We accept no liability in the unlikely event this may happen.
- Charlotte’s Animal Services is not responsible in the event your pet becomes ill, injured, or passes away during its stay. The pet will be taken to Sandbeck Vets (Wetherby) or their out of hours service. The owners named on the booking form are liable to pay any vet fees in full on collection.
- If your pet is boarding with us and you wish to collect earlier than the original booking date provided you are still liable for the full boarding cost.
- Please contact us and let us know if your return from holiday is going to be delayed. Extra days will be charged at daily rate. Care is subject to confirming we have availability.
- If you do not collect your pet within 7 days of your agreed collection date, we will seek to re-home your pet. (Any costs incurred in this process will be chargeable)
- You must bring your pets own food as switching foods can upset their tummy. Not providing enough food for the duration of your pet’s stay will be charged to the client on collection. A replacement bag will be bought and what food is left will be returned to client.
- I give permission for photographs of my pet to be used for promotional material. Images will not be given to third parties. Yes No
- I give permission for Charlotte’s Animal Services to contact me with promotional material/ Offers. Opt in Opt Out

Clients Signature: _____ **Date:** _____

By signing the above, I certify I have read and understood the terms and conditions.