



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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PLEASE READ THE SERVICE AGREEMENT FIRST FOUND AT THE BACK OF THE FORM

Owners Details

Full name

Address & Postcode

Home phone number _____ Mobile number _____

Email address

Emergency holiday contact name & number (someone who is not on holiday with you if you are holidaying abroad) _____

Has your pet stayed with us before? _____

Name & Address of your Veterinary Surgery

Phone _____

Pets holiday booking

Appointments are available: Monday - Friday 10:30am - 11:30am and 5:30pm - 7:00pm

Saturday 9am-12pm. Sundays - closed.

Please state whether you prefer a morning or evening and you will be allocated an appointment time

Arrival date of you dropping your pet off _____ Morning or Evening

Departure date of you collecting your pet _____ Morning or Evening

There are no appointments available on Sundays, bank holidays, 28th June, 24th-26th December or New Years Eve/Day

Home collection/delivery service is available, prices start from £20 - please ask if you would like a quote

First Pets Details

Name _____ Male/Female Age _____

Species (rabbit, guinea pig, etc.) _____ Has your pet been neutered/spayed? Yes / No

Breed/markings/description

Any known medical problems/conditions/medication/allergies? *There is a 50 pence daily charge if medications are required to be administered during your pets stay

Where does your pet live at home: Indoors Outdoors Varies depending on weather

We provide unlimited fresh hay cut from our own fields and the following fruit/veg. *Please strike through any foods your pet can not have*

apple | kale | spring greens | romaine or gem lettuce | carrots | celery | green beans | green/red pepper
broccoli | spinach | cucumber | mixed herbs | dandelions

How much fruit/veg are they fed daily?

You must bring your pets own dry food, including any treats.

How much dry food is your pet(s) fed daily?

- Egg cup full - Bowl full
- Handful - Dry food always available

Does your pet drink from a:

Bottle Bowl Both

Additional Pets Details

Will they be sharing a hutch/cage? Yes / No

Name _____ Male/Female Age _____

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Breed/markings/description

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The Following Section is for RABBIT Customers ONLY

Date of rabbits vaccinations:

What is your rabbit vaccinated with: Nobivac Nobivac plus Filavac Eravac

Has your rabbit been treated with flystrike protection? Yes / No If yes, what product do you use and when will it be done prior to your rabbits arrival? _____

(You must bring your up to date vaccination cards or printed veterinary history showing vaccinations with you on day of arrival - rabbits need to be re-vaccinated every 12 months) please note a 2-week gap between date first ever vaccination and arrival date of pet's holiday is required to ensure the vaccine is working

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. A play sand filled box promotes natural healthy enrichment (please specify number required) _____

Grass Box

£5 each. A turf filled box with freshly growing grass is a tasty snack for small pets (please specify number required) _____

Forage Box

£5 each. A hay filled box mixed with a variety of dried herbs great for taking care of teeth and promoting eating hay (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)

Accommodation

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

Hutch (indoor)

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

Hutch with run (indoor)

£12 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 or 6 guinea pigs per hutch with run. Suitable for chickens, birds & guinea pigs.

Hutch with run (outdoor)

£11 per day. Dimensions: approx. 60 sq ft. of floor space. Pets have access to both the hutch and run 24/7, a roof and fencing protects from harsh weather and other external dangers. Toys are included. Maximum capacity = 4 rabbits per hutch with run

Deluxe Penthouse (indoor)

£15 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. We cannot accommodate own cages for rabbits or guinea pigs.

A double charge applies to Easter Sunday, Christmas Eve, Christmas Day, Boxing Day, New Years Eve and New Years Day

****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)**

SERVICE AGREEMENT – PLEASE READ VERY CAREFULLY

Opening Times

We're open Monday-Friday 10:30am - 11:30am and 5:30pm - 7:00pm. Saturday 9am-12pm **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 on Sundays, bank holidays, Christmas Eve, New Year's Eve and 28th June.

Deposit, Days Charged and Prices

All days booked for including day of arrival and day of 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 remaining balance is due on the date of dropping your pet off. The following days are charged at double rate: Easter Sunday, Christmas Eve, Christmas Day, Boxing Day, New Year's Eve and New Year's Day.

Medication/creams to be administered are 50p per day

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.

We can NOT take provisional bookings or pencil anyone in. 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 possible 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 incurred will be payable by you when you collect your pet. In signing this form you. 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 re-home your pet will be made at the hotel owners discretion. The full amount will still be payable.

I authorise The Small Animal Hotel to take any action considered reasonable and appropriate in order to protect my pet and keep it in good physical and mental health, including admission for veterinary treatment. I confirm that I have read, understood and signed The Small Animal Hotel's Service Agreement.

Owners Name _____

Owners Signature _____

Date _____

BY EMAILING THE COMPLETED BOOKING FORM TO US YOU ARE AGREEING TO THE SERVICE AGREEMENT SET OUT ABOVE

Our bank details: Yorkshire Bank, account name: The Small Animal Hotel. Sort code: 05-00-05 Account number: 03587378 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 electronically if possible or send in the post to: **The Small Animal Hotel, Elton Head Hall Farm, Elton Head Road, Rainhill, St. Helens WA9 5BY**

****Please note we do not have a card terminal and so cannot take card payments. Cash, cheque and bank transfers are all accepted forms of payment****