



**The Small Animal Hotel**

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

[www.themallanimalhotel.com](http://www.themallanimalhotel.com)

[www.facebook.com/themallanimalhotel](https://www.facebook.com/themallanimalhotel)

07908 495 925 [themallanimalhotel@outlook.com](mailto:themallanimalhotel@outlook.com)

**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 \_\_\_\_\_

**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 pets off \_\_\_\_\_ Morning  or Evening

I will contact you to arrange pick up of pets once they are ready to go home.

**\*\*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 \_\_\_\_\_

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  
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- Bottle
- Bowl
- Both

**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:

**Rabbit/Guinea Pig Nail Clipping**

£10 per pet. (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**

During boarding your pets will be kept indoors in an indoor hutch with run. For the purposes of rabbit bonding this will be charged at £12 per day.

### **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** 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 collecting your pet. 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.

### **Bonding**

Bonding services are not guaranteed, some rabbits personalities clash to an extent where it is not in the pets best interest to continue - in these cases you will be contacted and advised to collect your pet. The full payment of the days stayed is still payable.

Bonding may result in injury to your pets if a fight breaks out, The Small Animal Hotel accepts no liability in such instances. However, pets will be closely supervised throughout the bonding process to limit this possibility.

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\*\***