Hillview Ducks Holiday Boarding

Terms and Conditions and Booking Form

Dear Customer

Thank you for your interest in Hillview Ducks Holiday Boarding.

Here you will find background information about who we are plus some important information you need to be aware of before you bring your pet to their holiday destination.

About Us

Hillview Ducks is a family business specialising in rearing and selling ducks. Our holiday boarding business was started because we had lots of customers who had brought ducks from us getting back in touch to see if we could look after their ducks whilst they were on holiday.

You can trust us to look after your pet(s). We have been caring for and loving all types and sizes of animals over the last 20+ years and have built up a wealth of knowledge and experience of their behaviours, likes and dislikes.

Set on our 9 acre farm, we believe we are the perfect ‘home from home’ for your much loved pets. We have designed our holiday boarding to be a place we would be happy to leave our own pets – and we truly believe that we have succeeded in our quest.

Security

We live on site. Someone is on site 24/7 and your pet(s) will be regularly checked. The area is well covered with lighting and the holiday boarding area can be seen from our home. The holiday boarding area is alarmed to alert us if anyone enters without permission day or night.

Pens are pest and fox proof. Your pet will be shut in the house with no access to the run at night as an additional precaution against predators.

Accommodation

We offer accommodation for ducks, chickens, rabbits and guinea pigs. We can look after other small furry pets too such as hamsters.

**Duck boarding:** Your ducks will have their own 4x4ft house and adjoining 6x4ft run for the duration of their stay. Each run has its own pool as well as drinker and feeder. We have one larger house and run which can accommodate larger groups of ducks and chickens.

**Chicken boarding:** We used fantastic Omelette accommodation for our chicken boarders. Your chickens will have their own house and run. We have a variety of sizes to suit your group of chickens. Houses and runs are on grass.

**Rabbit & Guinea Pig boarding:** We have two rabbit and guinea pig boarding areas. One standard and one deluxe. Standard boarding is within an outbuilding which is not heated but does have air conditioning for hot weather. Standard boarders will have their own hutch and run. The deluxe boarding area has air conditioning and heating to keep your pets comfortable whatever the weather – ideal for house rabbits or the more pampered pet. Your rabbits/ guinea pigs will have their own large pen. All rabbits and guinea pigs will have access to outdoor runs in dry weather.

**Other:** Cages for degus, chinchillas, hamsters and gerbils need to be provided by you.

Health

The health of our guests is extremely important to us.

It is important that you provide us with as much information about your pet’s health as possible at the time of booking so that we may consider your pet’s condition. In most cases, will be able to accept him/her for boarding once we know your pet’s condition will not affect the health of others.

If any pet shows signs of disease, illness or injury, we reserve the right not to accept them for boarding.

**Rabbits:** For the wellbeing of your bunny and our other bunny guests, it is critical he/ she is vaccinated against Myxomatosis (6 monthly) and Viral Haemorrhagic Disease VHD (yearly). **Only rabbits with up-to-date vaccinations (accompanied by the vet signed vaccination card) can be permitted. Please bring your vaccination card when you drop off your bunnies.**

It is imperative that, if your rabbit is to be vaccinated for the first time, or after the vaccination has lapsed, that the vaccinations are administered at least 2 weeks prior to their stay with us. The Myxomatosis and VHD inoculations cannot be given at the same time and must be 2 weeks apart. Please bear this in mind when booking your rabbit.

There are currently no vaccination requirements for other small animals including ducks, chickens, guinea pigs, chinchillas, degus and hamsters.

Please see ‘Difficult Details pg 4-5 for information on if your pet becomes unwell during their stay with us.

Food

The price of the boarding includes the following:

* A basic dried food (pellets for chickens/ ducks and basic rabbit food for rabbits/ guinea pigs). If your pet has a favourite dried food, please bring sufficient for their stay with us. You are welcome to supply treats for us to give your pet(s) during their stay
* A constant supply of fresh hay for rabbits and guinea pigs
* Daily greens for your rabbit/ guinea pig
* A constant supply of fresh drinking water (in addition we will supply a paddling pool for ducks)

Drop Off and Collection

Please contact us to discuss drop off and collection times. We may be able to offer a collection and delivery service.

We have an appointment system for drop offs and collections and ask that you arrive at the time arranged. If you are running late or need to change your appointment please phone us to arrange a new time. If you arrive late without informing us we cannot guarantee we will be able to see you.

If you are unable to collect your pet(s) on the day arranged due to unforeseen circumstances please contact us to let us know and we will arrange accommodation for the extra time necessary. The extra cost must be paid by you on collection.

If you wish to collect your pet(s) earlier that arranged this is possible by appointment but there will be no refund of monies already paid.

Difficult Details

Illness and Ill Health

It is important that you provide us with as much information about your pet’s health as possible at the time of booking so that we may consider your pet’s condition. In most cases, will be able to accept him/her for boarding once we know your pet’s condition will not affect the health of others.

If any pet shows signs of disease, illness or injury, we reserve the right not to accept them for boarding.

Your pet will not mix with the other boarders (to minimise the risk of any infection) except for its own family and will be checked over daily. Therefore, Hillview Ducks will not be held responsible for any illnesses such as Myxomatosis, Viral Haemorrhagic Disease (VHD), fly strike, mites or any other common disease.

Hillview Ducks Holiday Boarding take no responsibility of any pets pregnancy as all animals are kept separate unless otherwise stated by you.

Should your pet show signs of illness during their stay with us we will, where possible, contact your specified vet, or our local vet for advice at cost to you. We will do our upmost to make contact with you on the emergency telephone number if stated on your booking form. If we are unable to get hold of you in an emergency we will act under the advice of the vet consulted. By signing the booking form you are consenting for us to use our discretion and take your pet to the vet if we feel necessary. An animal’s welfare is our primary concern and we will always put what is best for them first.

If your pet requires medical attention from a vet we will transport him/ her there for treatment. We do not charge for this service but any vet costs must be met by you, the owner. Owners will be responsible for costs incurred for vet visits/ treatment upon collection of guests. If your pet becomes unwell he or she will be seen by a vet and if necessary moved into the house to live with us so we can keep a close eye on them.

If bonded pets need to be separated in the interest of their health and safety, you will be charged for the additional accommodation, payable on collection of your pets.

In the extremely unlikely even that your pet passes away whilst in our care, we will contact you using the emergency telephone number given at time of booking and follow your wishes.

**Hillview Ducks Holiday Boarding accepts no liability in the very unlikely event that your pet becomes lost, ill or passes away during their stay as the environment is safe and kept clean; all pets are left entirely at the owners risk. We will contact you or your emergency contact immediately and do our upmost to follow your wishes.**

**We accept no liability for injury sustained by you whilst on our premises.**

Non-Collection

If your pet is not collected within 10 days of the agreed collection date and you have not contacted us to inform us differently and we are unable to get in touch with you via the information you provided, we reserve the right to have your pet re-homed and legal action will be taken to reimburse boarding fees and any re-homing costs.

**COVID 19**

We are taking measures to try to keep us all as safe as possible.

We ask that you please do not come if you or a member of your household have symptoms of Coronavirus, have tested positive or if you have come into contact with someone who has tested positive in the last 14 days.

We regret that at the moment we are not able to welcome you into our holiday boarding area to settle in your pets. This is because we would be unable to maintain a safe 2-meter distance. Instead, we will ask you to simply drop off your pet(s) in their carrier at our designated drop off point. We will greet you at a safe 2-meter distance. For collection we ask that you collect from the drop off/ collection point at the arranged time. We will have your pet(s) in their carrier ready for you to collect.

If you are visiting a destination that requires a period of quarantine on return, please do not collect your pets until this quarantine period has ended.

We understand that at the moment holiday plans are subject to change, please be reassured we are happy to be flexible as much as we can if your plans do change. You will not be charged if you need to cancel your holiday.

We understand that some customers (especially those with children) will be upset that they cannot see their pet(s) in their holiday accommodation. We are more than happy to send updates/ pictures/ videos so that you can see your pets and be reassured that they are settled and happy.

**Avian Flu (‘Bird Flu’)**

The UK is currently experiencing an outbreak of Avian Flu. Hillview Ducks are following all regulations and government guidance in relation to this.

We regret that due to current regulations we are required to minimise footfall in our yard and holiday boarding area. This is important to maintain biosecurity and keep everyone’s pets as safe as possible. Unfortunately, this means we cannot allow you into our boarding area to settle in your pets. Instead, we will take them from you at our drop off/ collection point.

We understand that some customers (especially those with children) will be disappointed that they cannot see their pet(s) in their holiday accommodation. We are more than happy to send updates/ pictures/ videos so that you can see your pets and be reassured that they are settled and happy.

We take biosecurity very seriously and will do everything in our power to keep our holiday boarders as safe as possible during their stay. Poultry housing is under cover and cannot be accessed by wild birds.

However, we must abide by DEFRA regulations. For example, if a near by farm were to have a case of Avian Flu, then we would be notified and sadly DEFRA would visit and euthanise all poultry on site (including holiday boarders). Please be reassured this is very unlikely, but it is something we must make our customers aware of – it is law and something we would be unable to stop. This is at the customers own risk.



Booking form

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| --- | --- | --- |
| **Name:**  **Tel:**  **Email:** | | **Address:** |
| **Dates from – to:** |  | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Pet name** |  | **Pet name** |  | **Pet name** |  | **Pet name** |  |
| **Age** |  | **Age** |  | **Age** |  | **Age** |  |
| **Type** |  | **Type** |  | **Type** |  | **Type** |  |
| **Colour** |  | **Colour** |  | **Colour** |  | **Colour** |  |
| **Sex** |  | **Sex** |  | **Sex** |  | **Sex** |  |

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| --- |
| **We would encourage owners to bring some of their pet’s personal things i.e. toys/ favourite treats etc. as this can help settle them and reduce stress. Please use this space to record belongings left with us.** |
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| --- | --- | --- | --- | --- | --- |
| **Holiday accommodation type**  Please tick | | **Holiday cottage**  (large house and incorporated run for ducks, chickens and groups of 3 or more rabbits/ guinea pigs) | | **Bunny house**  (House and run for single or pair of rabbits/ guinea pigs) | **Own cage provided by you**  (For degus, gerbils, hamsters) |
| **Does your pet prefer to drink from a bottle or bowl?** |  | **For ducks/ chickens, would you like us to save their eggs for you?** | **Yes:**  **No:** | **Any other special requirements:** | |

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| --- | --- |
| **Emergency contact (in case you’re not available):** | **Name: Tel:** |
| *This should be someone who can make decisions about your pet in the very unlikely event that they were to become unwell or pass away.* | |

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| --- | --- | --- | --- |
| **Veterinary Authorisation Details** | | | **To the Veterinary Surgery** |
| **Vets Name:** |  | During my absence Hillview Ducks Holiday Boarding will be caring for my pet(s) and has my permission to transport them to your surgery for treatment. I authorise you to treat my pet(s) and will be responsible for payment to you either before my departure or on my return. Please file this form with my records. | |
| **Address:** |  |
| **Telephone:** |  |
| I hereby give Hillview Ducks Holiday Boarding permission to transport my pet(s) to the above mentioned veterinary surgeon or nearest veterinary surgery. In a medical emergency I agree to the closest appropriate veterinary practice being used. I understand that Hillview Ducks Holiday Boarding assumes no responsibility for the loss of the pet(s) and is released from all liability related to transportation, treatment and expense. These conditions also apply to all future bookings. **Signature** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Required) **Vets Signature** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (only required if treatment given) | | | |
| * **OR – *I would not like my ducks/ chickens to be taken to the vet in the event that they become unwell. Instead, I would like Hillview Ducks to care for them on site to the best of their ability. (For ducks and chickens only) Tick if this is the case*** | | | |