

**Elton Farm Small Animal Retreat**

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

**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 9am- 11am and 3- 5 pm.**

**Saturday 9am-11am.**

**Sundays - closed.**

**Please state whether you prefer a morning or afternoon and state the time you wish to drop off/collect your pet to ensure your pet and room is ready. In busy periods, if necessary, we will allocate a drop-off/pick up time.**

Arrival date of you dropping your pet off \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Morning ☐ or Afternoon ☐

Departure date of you collecting your pet \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Morning ☐ or Afternoon ☐

\*\*There are no appointments available on Sundays, bank holidays, 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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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* Handful ☐ - Dry food always available ☐

**Does your pet drink from a**:

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***

Picture 2**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)**

**£10** per day. Dimensions: 10 sq ft. Pets have access to a run every other day. 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.

**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, bridges, 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/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 9.00am – 11am and 3-5pm. Saturday 9am-11am **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.

***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. By signing or emailing back this form you understand 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 Elton Farm Small Animal Retreat 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:

Bank: Monzo

Name: Elton Farm Small Animal Retreat

Acc: 60658220

Sort: 04-00-03

\*\*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\*\*