

Starlight's Animal Boarding Terms and Conditions



1. All animals being boarded at Starlight's Animal Boarding MUST be up to date with both vaccinations (if applicable). We cannot accept rabbits without a signed vaccination card.
2. Starlight's Animal Boarding reserve the right to refuse your pet if we feel they are showing signs of disease, injury, illness or pregnancy unless previously discussed.
3. Upon arrival, a brief health check will be taken on your animal. Any pet seen to have skin problems, parasites or any other contagious ailments/conditions, will be unable to stay, and deposit non-refundable
4. Any existing medical conditions must be discussed prior to the stay of your pet, each case will be taken into account. We may also ask for advice from our own vet.
5. If your pet does have any medical problems, illnesses or injuries, please provide details of their condition and any treatment required when filling out the enquiry form / booking form. We will not accept any pet that is showing signs of an undisclosed illness, disease or injury.
6. If your pet is ill whilst at Starlight's we will inform you or your emergency contact immediately. If we are unable to contact you and your pet needs veterinary care, we will transport the animal to our local vets. Any treatment required will be charged to you, the owner. Your pet will be treated under your name and address. By signing these terms and conditions, you agree to any veterinarian costs endured by your pet.
7. We will take no responsibility of any pets' pregnancy as all the animals are housed in separate living accommodation and playtime is always in separate allocated unless otherwise stated by you.
8. Sadly, small animals can pass away with very little warning and very quickly after first showing signs of an illness. If this does happen, we will contact you immediately to discuss your wishes should your pet pass whilst in our care. Starlight's accepts no liability in the unlikely event this may happen.
9. A contract will be deemed active once a booking has been confirmed by myself, and a hutch/pen will only be reserved for your pet(s) once a 50% deposit is received which will be deductible from the final boarding costs. If you do need to cancel the booking or change the dates, 72 hours must be given. If you fail to arrive on the due day you will be liable for any days booked that your pet has not attended, and may still be liable for the full boarding costs in cases of cancellations at short notice, and in peak times.
10. If for any reason Starlight's Animal Boarding has to cancel your booking, at least 72 hours notice will be given to you. If a deposit has been received from yourself, this will be returned the same day.
11. All payments must be made in full on the day of arrival (excluding deposits). The daily rate includes the day your pet is brought to us and the day he/she leaves, regardless of the time of day. We ask for cash or for cheques to be sent to us in advance and to have been cleared by time of arrival.

12. Times of arrival and collection must be provided when booking. If you are unable to make the times stated or are running late, please ring to advise and a new time can be arranged. This ensures that you can be given the time you and your pet require during your visit and avoids parking congestion. We ask that you please keep to the delivery/collection times that have been arranged.
13. If your pet is already boarding with Starlight's and you wish to collect your pet earlier than the date originally provided, you are still liable for the full boarding costs.
14. If you do not collect your pet/s on the agreed day then you will be charged for any extra days at the current daily rate.
15. If you have bonded pets staying with us and we need to separate them due to fighting, you will be required to pay the extra accommodation fees.
16. If your pet is not collected on the due day and we are unable to contact you or your emergency contact and you do not contact Starlight's Animal Boarding, after 7 days your pet will be re-homed and action taken to recover costs.
17. Unlike dog and cat kennels, small animal boarding does not require a license or have the same rules and regulations. All animals are left at their owners risk.
18. All pet owners must accept that accident, injury, illness, death, theft, public liability and all other insurances for the pet owner and their animal whilst visiting and boarding with us, are the responsibility of the pet owner and that Starlight's Animal Boarding are released of any and all such liabilities.

I agree to all the above Terms and Conditions of my boarding contract at Starlight's Animal Boarding

Name:

Date:

Signed:

Address:

Contact Number:

