



ANIMAL BOARDING – TERMS OF SERVICE

IMPORTANT INFORMATION - PLEASE READ CAREFULLY

Payment Terms

Bookings of greater than £30: Bookings of greater than £30 will be subject to a non-refundable deposit of £30. On booking, you will also have the option to pay the full amount. We will require payment in full before the start date of your booking. If you book within 14 days of your selected start date, you will be charged the full amount.

Bookings of £30 or less: For bookings of £30 or less, a full, non-refundable payment is required on booking.

Cancellations: Cancelling a booking of greater than £30 will see a refund of your payments above £30, to your payment card (e.g a £50 payment would see a £20 refund on cancellation). Cancelling a booking of £30 or less will see no refunds. To make a cancellation, please email livestock@deencityfarm.co.uk. You cannot cancel (or reduce) a booking within 14 days of your selected start date.

Please Note:

- Prices are from your selected start date until the selected end date (inclusive).
- Food, water and bedding are included in the price of everything except the small animal bays. If you choose to bring your own food the costs will not change.
- Card details are not given to or accessed by Deen City Farm. The details are confidential between you and 'Stripe' (The payment company). Should we not receive your full payment before your agreed start date, or should additional payments laid out in this terms of service arise, Deen City Farm is authorised to debit your payment card.

General Terms & Conditions

Small Animal Bays

- Any animals being boarded in the small animal bays are expected to be living in their own cage throughout their stay.
- Any animals being boarded in the small animal bays are required to be provided with enough of their own food for the full term of their stay. If additional food needs to be purchased you are liable for the costs which will be debited to your payment card.

Exotic Animals

- Only common small mammals are to be boarded in these bays. If you have an exotic mammal, please email livestock@deencityfarm.co.uk BEFORE booking. We unfortunately do not have the facilities to house reptiles or fish.



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Animal Feed

- If food you have provided for rabbits or guinea pigs runs out during your animals stay, Deen City Farm feed may be used as a substitute.
- Deen City Farm uses Rabbit Royale Rabbit food and Gerty Guinea Pig Feed.

Health

- You **MUST** make all health conditions, behavioural issues, dietary and special needs/ requirements known. We must also be informed if they are known for getting any types of issues i.e. dirty genital and/or rectum.
- It is extremely important to notify staff on the form and upon arrival. All animals admitted will be visually health checked and Deen City Farm reserves the right to refuse boarding to any pet it deems could put others at risk if any health issues have not been previously discussed.
- All rabbits **MUST** have up to date myxomatosis and RVHD vaccinations before coming to Deen City Farm.
- A 'Spot-on' type anti parasite product is also highly recommended for all animals.

Veterinary Treatment

In the unlikely event of your animal requiring veterinary treatment while in our care, every effort will be made to contact your emergency telephone numbers and email addresses in order to discuss your animals condition and how you wish your animal to be treated.

However, if treatment is urgently required and/or Deen City Farm are unable to contact you, we will take your animal to [‘The Vet-Morden’](#) and use the information you provided during booking to help make the appropriate decisions with regards to the welfare of your animal.

Please note that you are liable for ALL vet fees for the option that you pick. A veterinary consultation is likely to cost up to £50 before treatment. However please be aware that prices will vary between animals and if it’s an emergency appointment or not.

If your animals’ treatment exceeds your selected value and we are still unable to contact you, your animal may be euthanised at your cost, if your animals’ condition is deemed serious enough by a Veterinarian.

Deen City Farm will give you the option to pay for veterinary fees with your payment card, a new card or cash if paid within 30 days of the vet visit. After 30 days from the vet visit, unpaid vet fees will be debited from your payment card.

Please make sure we have some way to contact you or someone who can act on your behalf to minimise any of the above scenarios happening.



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Deen City Farm accepts no liability if your pet becomes ill or passes away whilst boarding with us. Sadly small animals can pass away suddenly with no signs or symptoms leading up to it. On this occasion your pet will be put into cold storage and we will contact you immediately regarding your wishes.

We will always try to use your preferred method of communication first when trying to reach you if this is telephone we will only email you if we have not been able to reach you.

Extra Treatment

While your animal stays with us, they are checked on daily by our qualified staff. At your request grooming and nail trimming can be offered;

- Grooming + Nail Trim=£20 per Guinea Pig and £25 per Rabbit (not including matted animals)
- Grooming=£15 per animal
- Nail Trim=£5 per animal

Please Note

- Matted animals will be groomed and may even have to have their fur cut if staff deem it is necessary.
- If the animals arrive with dirty genital and/or rectum that requires grooming and/or washing a charge of £30 per guinea pig and £35 per rabbit will be made to your payment card.
- Long nails may also be trimmed-if this is the case a charge of £10 per animal will be made to your payment card.
- Photo evidence will be provided as proof that these treatments were necessary.

Late Fees, Abandonment and Neglect

In the event that you cannot pick up your animal(s) on the agreed date, please let us know in advance using the emailing livestock@deencityfarm.co.uk or by telephoning 0208 543 5300

In the unlikely event we feel your animal is being neglected at home, we have the right to take any action we see fit.

You will also be debited a £30 late fee from your payment card, followed by a doubled daily rate for your selected booking for up to 30 days. After this, the animal will be deemed property of Deen City Farm and an 'Animal Abandonment Charge' of £50 will debited from your payment card. Your animal may then be euthanised or re-homed.

These charges are at the Livestock managers' discretion but will not exceed the stated amounts.