

Terms and Conditions

Fluff & Feathers will do everything reasonably possible to ensure that your pet has a happy stay with us. However, we do require that owners agree to the following conditions.

1. Daily rates are charged from the day of arrival until day of collection inclusive.
2. Payment is due on collection by either cash or direct bank transfer.
3. In the event that circumstances mean that the collection date is delayed, then the charge for additional day(s) is due upon collection.
4. Please allow a minimum of 24 hours in the event of cancellation to avoid a cancellation fee which will be at half the price of the stay.
5. The owner is responsible for supplying all dried food and any particular treats for their pet(s) for the complete duration of the stay. Should insufficient food be supplied, we will provide a suitable alternative which will be charged at cost plus 15% and should be paid for upon collection. Daily fresh food will be provided by Fluff & Feathers and this is included within the daily charge.
6. Small pets or birds which cannot be accommodated in one of our runs must be provided with their own suitable cage by their owners. You will be advised of this, if applicable, at time of booking.
7. Vaccinations of pets must be up to date and owners must provide suitable evidence on arrival.
8. If your pet(s) do fall ill during their stay with us, we will attempt to inform you. If we are unable to contact you, or if we deem it necessary in the event of an emergency, we will take your pet to the vet affiliated with Fluff & Feathers, or the vet of your choice. You agree to be responsible for payment of all veterinary fees incurred upon your return at the rate of cost plus 15%.
9. We cannot be held liable in the unlikely event of loss, illness or injury, or even more unlikely, the death of your pet.
10. Finally, enjoy your holiday!