

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 by direct bank transfer a minimum of 2 days before day of arrival, or cash at drop off
3. In the event that circumstances mean that the collection date is extended, 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 and this is included within the daily charge.
6. Small pets or birds 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 rabbits must be within the last year and a minimum of 2 weeks before day of arrival. Owners must provide suitable evidence before arrival.
8. If your pet(s) does 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. You agree to be responsible for the cost of all veterinary fees incurred prior to collection. We reserve the right to make an additional charge for time incurred above what we deem to be reasonable, at the rate of £15 per hour.
9. If we are required to administer medication to your pet, or if it arrives in a condition where we deem that it requires extra attention, then an additional daily charge will apply.
10. We cannot be held liable in the unlikely event of loss, illness or injury, or even more unlikely, the death of your pet.
11. Finally, enjoy your holiday!

Privacy Policy

1. We are committed to protecting your privacy. We will only use the information we collect about you lawfully in accordance with Data Protection Act 2018, the EU General Data Protection Regulation GDPR and the Data Protection (Amendment) Act 2003.
2. We will not share your personal information with unauthorised persons.
3. We will never sell your personal data.
4. We will not use your personal data for marketing or promotional purposes.
5. The data we collect will include your name, address and contact details.
6. We will keep details provided on the booking form for a period of 3 years after the booking, in the event that a repeat booking is required in the future, or for longer period of time if legitimate purposes apply. After this period we will securely delete and destroy your personal data
7. Information may be stored electronically or in hard form but in either case it will be secure.
8. Should your pet(s) require veterinary assistance during the time of their stay with us, we may obtain information about you and your pet(s) from your own regular vet. This information will only be used in line with this privacy policy.
9. Pictures of your pet(s) may be used for promotional purposes on the internet or social media, unless you specifically request us not to.
10. As a data subject you have the rights as an individual under the Data Protection Act 2018.

Fluff & Feathers is operated by Eve Denney at 148b Carnalbanagh Road, Ballymena BT42 4NT. You can contact us at eve@fluffandfeathers.co.uk