

 Dear Enquirer

Thank you for your interest in boarding at Creature Comforts. Here you will find additional information about who we are together with important information you need to know prior to bringing your pet to stay with us as guests at their ‘home from home’ break for loved pets.

About Us

We have been caring for rabbits and guinea pigs as pets for nearly 30 years and have built up a wealth of knowledge and experience. We support ‘The Rabbit Welfare Association and Fund’ and adhere to their principles of good rabbit husbandry. We know that rabbits and guinea pigs are intelligent, inquisitive creatures that need care, comfort and stimulation daily. Each pet is an individual with his/her character and behaviour and likes and dislikes!

We appreciate how difficult it is to find home from home boarding for pet owners who really care about their pet’s welfare and we believe we fit the bill perfectly. With our own genuine care for the welfare of any animal coupled with our wonderful facilities for our guests, we believe Creature Comforts is the perfect ‘home from home’ for your loved pet. We are a fully insured and registered boarding business. We also hold a pet first aid certification, for added peace of mind.

Health - rabbits

The health of our guests is extremely important to us. For the wellbeing of your rabbit/s and our other rabbit guests, we only accept pets that have been vaccinated against Myxomatosis and Rabbit Viral Haemorrhagic Disease RVHD strains 1 and 2. It is imperative that, if your rabbit is to be vaccinated for the first time, or after the vaccinated time has lapsed, the vaccinations are administered at least 3 weeks prior to their board with us. Please do bear this in mind when booking in your rabbit/s at Creature Comforts.

Only rabbits with up-to-date vaccinations (accompanied by the vet-signed vaccination

card) can be permitted. **Please do bring the vaccination card with you when you bring your rabbit to stay with us.**

Food

The price of the boarding includes the following:

An abundant supply of fresh Meadow or Timothy hay

Fresh daily leafy vegetables Burgess Excel Nuggets (You may bring your own pet’s dried nuggets if you prefer). Ample fresh barley straw for bedding I**f suppling your pet’s favourite dried food, please bring sufficient for their stay with us together with any dietary instructions should they require a special diet. (**As we have limited storage space if you can kindly portion daily amounts in separate food bags, marking each with your rabbit’s name, it would be very helpful).

Please bring any treats to help your pet feel at home at Creature Comforts. You may like to bring their water and feeding bottles and litter tray, if they use one. Please can you kindly label your possessions with your rabbit’s name. Thank you. We provide tree trunks, toys and tunnels in their runs.

**FAQs**

Q: How many years’ experience do you have? / How long have you been boarding rabbits?

A: We have 30 years’ experience keeping rabbits as pets. We began boarding small pets for pet owners who were unwell and hospitalised. This inspired the creation of ‘Creature Comforts’.

Q: What is the size of the boarding accommodation?

A: Our rabbit and guinea pig housing is airy and spacious, each has an attached run (8ft x 4ft) or (8ft x 6ft) to ensure our guests have the freedom to hop, jump and play and express natural behaviour individually or with a bonded companion/s.

Q: Can I speak to any of your previous clients for a reference / Do you have references available?

A: We are happy to supply references/testimonials. We can contact details of previous guests owner’s who are happy to provide a reference on the telephone, should you wishing to speak to someone directly.

Q: What do you do if you suspect a pet in your care is unwell?

A: We will check your pets’ welfare daily and should we feel at all concerned, we will contact you immediately. We will seek advice from your pet’s vets (whenever this is possible) or our own vets locally, if we need advice or if we feel your pet may need treatment.

Q: Do your vets operate an Emergency Vet service and what is it like?

A: We have an excellent vet in Chipping Norton 5 miles away. There is also a good vet in Charlbury, which is 3 miles away, (They are one of three surgeries locally that belong to the Hook Norton veterinary group). Both vet practice groups are rabbit and guinea pig ‘savvy’ and provide a 24 hour emergency service.

Q: What is your cleaning out routine?

A: All boarding accommodation is thoroughly cleaned and disinfected after each guest visit. We also spot clean hutches daily for comfort and supply fresh bedding when required.

Q: Do my rabbits / guinea pigs go out on the grass?

A: Yes. We supervise rabbits each time they are on grass and runs are all viewable from our house. We leave intervals of 3 weeks in between each boarding stay where the area can be cleaned and mowed and new grass can grow. We move our runs regularly onto fresh grass.

Q: How much time will be spent with my rabbits?

A: Your pets will receive lots of daily interaction and given plenty of care. We have seating in the garden and often sit outside by our pet accommodation and runs. Your pet will be treated as if one of our loved family pets. We will stroke and talk to your pet regularly but we do try and avoid picking rabbits and guinea pigs up as like most prey animals, they often dislike this.

Q: Can I phone/text for updates while I’m away?

A: Yes. You are of course welcome to ring us anytime for an update. We will text you with updates or if you prefer, we will email you to let you know how your pet has settled in.

**Creature Comforts BOOKING FORM**

***Terms and Conditions***

We only use your personal data to contact you via email or telephone in respect of your booking at Creature Comforts.  Your details will never be shared with third parties without your explicit prior consent. ​ Our Data Retention Policy states that if no repeat bookings are made within 36 months, your data will be securely destroyed.

Please complete the booking form and return this together your deposit (Which is 50% of total boarding fee) to secure your pets stay with us. Please note that the deposit is non-refundable. The payment details are as follows:

Lloyds Bank

Name: Mrs C King

Account number: 01313464

Sort Code: 30-99-78

**Your Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Contact Telephone Home Mobile \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency contact name & number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Guest (s) Details**

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type of Rabbit/ guinea pig /colouring \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DOB \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Gender \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Guest 2 Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Type of Rabbit/guinea pig /colouring \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DOB \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Gender \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Guest 3 Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Type of Rabbit/guinea pig /colouring \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DOB \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Gender \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Does your pet prefer Water Bottle\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Water Bowl\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (please tick)

**Important Information**

**Vet Details**

Name and Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Vaccinations valid Myxomatosis /RVHD 1 and RVHD 2 (rabbits only) given or due\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Where did you hear about us? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Dates of stay**

**From Date Month Year** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**To Date Month Year \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Drop off time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Collection time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**TOTAL cost per day**

**Rabbits £10, Guinea Gigs £9, (Inclusive of arrival & departure dates)**

Deposit received\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**BALANCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Creature Comforts Contact details:-**

**Telephone: 07544 640385 /01608 678036**

**Please feel free to use this space for any additional details such as any special dietary requirements or special instructions or anything else you wish us to know about the care of your pet. We look forward to welcoming your pet/s for their stay as guests with us.**