

BOOKING CONDITIONS

Thank you for considering The Lodge at Island Exotics for boarding your pet. We will endeavour to keep all animals entrusted to us happy and healthy during their stay. Our vets have designed our facility and the care we give your pet with the aim of making your pet comfortable and relaxed, and reducing risks as much as possible. Boarding and the move to any short - term home is inherently stressful and can trigger the appearance of certain diseases. We therefore need to have certain conditions understood and accepted by you. Signing the consent form for Boarding means you understand and accept all risks, and conditions as below.

1. Your animal must be over 3 months of age and in good health to stay with us.
2. We welcome rabbits, chinchillas, fancy rats, guinea pigs and hamsters to stay.
3. We welcome a pair of bonded animals to stay together and share a room, however should fighting be seen we will have to separate the animals and you will have to meet the extra charges for the second room.
4. If a pair of bonded animals stay together and share a room, we offer a discount on the boarding service bill.
5. Boarding fees must be paid in full at check in.
6. Non-collection. If you do not pick up your animal at the end of the boarding agreement, and cannot be contacted and do not contact us, we will have to treat the animal as abandoned after 3 days, and pass them onto the relevant Government Authority.
7. Extension of boarding: we will try to accommodate extensions of boarding stay but cannot guarantee this will be available.
8. You (the owner) must leave accurate details for contact in case of pet illness, and leave contact details of an authorised agent who can represent you to make decisions for your pet. If the owner will not be contactable, then two authorised agents should be nominated.
9. The minimum stay in Boarding is 2 nights.
10. Check in hours are between 2 pm and 5 pm. Check out is between 10 -12 pm. We will not accept late check ins., late check out will incur 50% of one night's room fee.
11. We will have signs requesting clients not to take photos of other people's pets while in boarding, however this is outwith our control.
12. Personal belongings. We are not responsible for any damages or loss of your belongings during the stay.

Health Care Booking Conditions

1. Your animal must be in a good standard of health as sick animals need to stay in hospital, not in boarding. We will not accept sick or unhealthy pets to stay in boarding. We will move any sick or unhealthy animals into our hospital where they will be examined daily by a vet and given appropriate care. You will be liable for the extra charges.
2. If you are in anyway concerned about the health of your pet then we strongly recommend a “Pre-boarding health consultation” to confirm your pet’s suitability for boarding.
3. Elderly pets are welcome, however they must have a “Pre-boarding health consultation” with one of our vets at either Island Exotics or Tai Wai Small Animal & Exotic Hospital in the 21 days before boarding. Elderly pets means rabbits over 7, guinea pigs over 3, chinchillas over 10, hamsters and rats over 1.5 years.
4. If your rabbit has shown any symptoms of “snuffles”, an upper respiratory tract infection, in the previous six months, they will not be accepted into our boarding. If any symptoms appear while in boarding your rabbit will be immediately moved out of boarding and into our hospital ward, and the costs of consultation and veterinary hospital care will be charged to you. This is necessary to protect the health of the other animals in boarding.
5. We will accept animals for boarding with long term, non infectious, stable health problems which need simple daily medication (for example arthritis, needing daily oral painkillers). We will include the giving of one medication two times a day within the standard boarding fee, and will charge for other treatments.
6. If your pet is on treatment from a vet by another clinic we must receive the medical record to review 3 weeks before admission. We may then request a “Pre-boarding health consultation” to assess whether we will accept your pet for boarding.
7. All rabbits and guinea pigs will be treated with Revolution (selamectin) spot on to protect them against parasites on admission to boarding, and then every 3 weeks.
8. Other species will be visually checked for external parasites, and treated if any found. You will be responsible for these charges.
9. Your pet will receive a “Health check “ from our trained veterinary assistants on admission to boarding where we will document the weight, skin condition, heart rate and other vital signs.
10. If your pet becomes sick during the stay, consultation and treatment from our vets may be required, and will be charged to you. We will try to contact you on both contacts or an authorised agent before proceeding with treatment, diagnostic work up or surgery.
11. We may give first aid or emergency treatment immediately if necessary while contacting you.

12. In emergency or serious situation your pet may require transfer to our 24 hour hospital, “ Tai Wai Small Animal and Exotic Hospital.”
13. If your pet passes away while boarding with us we will keep the body for you to retrieve on your return.
14. Our vet’s decision is final on all health related matters, including on whether your pet is acceptable for boarding.
15. We are very concerned about preventing disease transfer between animals while in boarding, which is why we have large enclosures and do not offer a shared play area. You are welcome to visit your pet while in boarding (please arrange the visiting session with us in advance) and can hold them while sitting on our benches however you must not allow them to be free on the floor, or contact with the other animals in boarding in any way.
16. Grooming. We will groom all animals in boarding 2 times per week in order to reduce shedding, however this may not be sufficient to prevent tangle formation. If you wish to board an animal that requires more than basic grooming, such as Angora rabbit or a long hair guinea pig, there will be additional charges for grooming. You can bring along your pet’s own grooming kit.
17. Pregnancy. We do not accept pregnant animals for boarding without prior approval. We understand that pregnancy may be hidden, and will care for any newborn as best we can, and there may be medical charges resulting.
18. If any animal does not meet our vet’s standard for boarding at the “Pre-boarding health consultation” we will be able to offer you hospitalisation at Island Exotics, however the charges for this are higher.

寄養條件

感謝您選擇港島薈@港島珍禽異獸的寄養服務照顧您的寵物。我們會致力讓所有託付給我們的寵物有一個快樂和健康的經歷。我們的獸醫設計住宿設施到製定護理標準，都務求讓您的寵物感到舒適和輕鬆，並盡量令風險降到最低。任何環境轉變及遷移均會帶來一定壓力，可能引發某些疾病的出現。因此，我們需要您的理解並接受這些條件。簽署寄養同意書表示您理解並接受以下所有風險和條件。

1. 您的寵物年齡必須超過 3 個月，擁有良好健康身體狀況。
2. 我們歡迎兔子，龍貓，老鼠/花枝鼠，天竺鼠和倉鼠。
3. 我們歡迎一對相處和睦的寵物共享房間，但是如果發現爭執打架，我們必須將寵物分開，我們將收取第二個房間的額外費用。
4. 寄養費用必須在登記入住時全額支付。
5. 如(一對)友好結伴的寵物共享一個房間，將享有折扣優惠。
6. 沒有領回。如果您沒有按照在寄養協議結束時接回您的寵物，我們不能與您聯絡上而您亦不與我們聯絡，我們將在 3 天後將該動物視為已棄養，並將其交給相關政府部門。
7. 延長寄養時間：我們將盡量配合您的要求，但不能保證。
8. 您（寵物主人）必須留下準確的聯繫資料，如萬一您的寵物患病，讓我們可與您聯絡，並留下授權代理人的聯繫資料，作為代表您（寵物主人）為您的寵物做出決定。如果寵物主人不能聯繫，請授權兩名代理人。
9. 寄養服務為 2 晚起。
10. 入住時間為下午 2 時至 5 時。退房時間是上午 10 時至下午 12 時。
我們將不會接受延遲入住。延遲退房將收取 50% 的一晚房費。
11. 我們有告示要求其他主人請勿拍攝自己以外的寵物，但這是我們無法控制的。
12. 個人物品。在住宿期間，對個人物品遺失或損壞我們概不負責。

醫療保健條件

1. 您的寵物必須有良好的健康狀況，患病的寵物需要留在醫院。我們不會接受患病或不健康的寵物入住。我們會將任何患病或不健康的動物轉移到我們的醫院，每天由獸醫檢查並給予適當的護理，相關醫療費用將由主人負責。
2. 如果您對寵物的健康狀況感到擔憂，我們強烈建議您先進行“寄養前健康檢查”以確認您的寵物是否適合寄養。
3. 年老寵物，在寄養前 21 天，他們必須與港島珍禽異獸 或 大圍珍禽異獸及寵物醫院的任何一位獸醫進行“寄養前健康檢查”。老年寵物為年齡 7 歲以上的兔子，3 歲以上的天竺鼠，10 歲以上的龍貓以及超過 1.5 歲的倉鼠和老 / 花枝鼠。
4. 如果您的兔子在過去的六個月中出現過任何“鼻塞”症狀，即上呼吸道感染，我們將不會接受寄養申請。如果在寄養時出現呼吸道感染症狀，您的兔子將立即轉移到我們的醫院病房，我們將收取獸醫會診和有關住院護理費用。我們希望您了解這是為了保護其他寄養寵物的健康。
5. 我們會接受患有長期健康問題，但狀況穩定而非傳染性的寵物寄養，如需要簡單的日常用藥（例如關節炎，需要每日口服止痛藥）。寄養費已包括餵服一種藥物，每天兩次，額外餵藥將另行收費。
6. 如果您的寵物正在接受非本院獸醫的治療，我們必須在寄養日的 3 星期前收到醫療記錄。本院可能會要求您的寵物先進行“寄養前健康檢查”，以評估寵物是否適合寄養。
7. 所有兔子和天竺鼠登記入住時都將接受 Revolution (selamectin) 皮膚滴劑，作為皮膚寄生蟲的預防，在寄養期間為每 3 星期一次。
8. 其他品種的寵物，如我們目測上發現皮膚寄生蟲，我們將會提供治療。主人將負責這些費用。
9. 在登記入住時，我們的獸醫助理會替您的寵物進行“健康檢查”，我們將記錄體重，皮膚狀況，心率和其他生命徵象。
10. 如果您的寵物在寄養期間生病，可能需要我們的獸醫進行會診和治療，我們將向您收取有關之費用。在進行治療，診斷或手術之前，我們會盡力與您或授權代理人聯絡。

11. 我們可能在與您聯絡同時，開始提供急救或緊急治療。
12. 在緊急或嚴重的情況下，您的寵物可能需要轉到我們的 24 小時醫院“大圍珍禽異獸及寵物醫院”。
13. 如果您的寵物在寄養期間去世，我們將保留他的遺體，讓主人返回時領回。
14. 我們的獸醫擁有最終決定權關於寵物健康醫療相關事項，包括其寵物是否適合寄養。
15. 在寄養環境內，我們對防止疾病在寵物之間傳播非常關注，所以我們沒有提供共用遊樂區。我們歡迎您在寄養期間探望您的寵物（請提前與我們安排），主人可選擇抱著你的寵物坐在長椅上，但請勿讓寵物在地上行走，或以任何方式與其他寵物接觸。
16. 毛髮整理。每星期 2 次，我們將替您的寵物梳理毛髮以幫助整理，但這可能不足以防止打結形成。如果您希望寵物得到多於基本梳理，例如安哥拉兔或長毛天竺鼠，我們將額外收費。歡迎主人自備梳理工具。
17. 懷孕。除非事先批准，否則我們不接受懷孕的寵物寄養。我們理解未知懷孕發生的可能，我們會盡力照顧新生兒，這可能會產生額外醫療費用。
18. 如寵物未能符合寄養健康標準，主人可選擇我們的住院服務，但收費會較高。