

Terms and Conditions

Policy reference	LPH-09	Version	2.2
Effective date	28 September 2026	Next review due	September 2027
Policy owner	Maria Studzinska, Director	Applies to	Cat boarding, small pet boarding

These Terms should be read together with the Lovi Pet Hotel Booking and Cancellation Policy and Price List, which form part of them. They apply to all bookings made on or after 28 September 2026. Bookings made before that date remain under the terms in force when they were made.

PART I. GENERAL TERMS AND CONDITIONS

These General Terms apply to all Services provided by Lovi Pet Hotel Ltd including cat boarding and small pet boarding. Home visits are covered by separate Home Visit Terms and Conditions.

Each Service has additional terms that apply specifically to that Service. Booking, payment, cancellation, changes to bookings and minimum stays are covered by the Booking and Cancellation Policy. Prices and fees are set out in the Price List. Both form part of these Terms.

Where there is any inconsistency, the following order applies: (a) the Price List, on prices and fees; (b) the Booking and Cancellation Policy, on the matters it covers; (c) the Service-specific section, for that Service; (d) these General Terms.

1. Definitions

- 1.1** "Lovi Pet Hotel" means Lovi Pet Hotel Ltd, a company registered in England and Wales (company number 13748700), with its registered office at 97 Brandwood Avenue, Manchester M21 7PL, licensed by Manchester City Council (licence number LC202504-554644), including its employees, carers, contractors and representatives.
- 1.2** "Client" means the individual entering into a Booking.
- 1.3** "Pet" means any animal receiving care under any Service offered by Lovi Pet Hotel.
- 1.4** "Premises" means the Lovi Pet Hotel boarding facility.
- 1.5** "Service" means any cat boarding or small pet boarding service.
- 1.6** "Booking" means a confirmed reservation for any Service.
- 1.7** "Deposit" means the amount payable to secure a Booking, as set out in the Booking and Cancellation Policy.
- 1.8** "Booking and Cancellation Policy" means the Lovi Pet Hotel Booking and Cancellation Policy in force on the date the Booking is made.
- 1.9** "Price List" means the Lovi Pet Hotel price list published on our website, which sets out the prices and fees for all Services.

2. Scope and application

- 2.1** These Terms govern all Services provided by Lovi Pet Hotel.
- 2.2** A Booking is confirmed only once the Deposit is paid, as set out in the Booking and Cancellation Policy.
- 2.3** By making a Booking the Client accepts these Terms in full, including the Booking and Cancellation Policy and the Price List.

- 2.4** These Terms, the Booking and Cancellation Policy and the Price List are published on our website at lovipethotel.co.uk/booking-info and linked in every deposit request, so the Client has them before the Booking is confirmed. The Client confirms they have read and agree to them by accepting our booking declaration.
- 2.5** The Client confirms that they are the legal owner of the Pet, or are authorised by the owner to make the Booking and decisions about the Pet's care. The Client signs a consent form at check-in.
- 2.6** How we prevent and manage illness and emergencies is set out in our Disease Prevention and Control Policy and our Incident Procedures. Both are available on request.
- 2.7** The Client must give us details of a local emergency contact who can collect the Pet if the Client cannot be reached or cannot collect. If the Client has no one who can act as an emergency contact, we may agree an alternative arrangement when the Booking is made. In that case the Client agrees to give us a second way to reach them while they are away, and to collect the Pet personally within 24 hours of being asked to in an emergency. If the Pet is not collected, section 7.8 applies. This arrangement is recorded on the check-in consent form.

3. Prices

- 3.1** Prices and fees for all Services are set out in the Price List.
- 3.2** Prices are reviewed from time to time. How price changes affect Bookings already made is set out in the Booking and Cancellation Policy.

4. Booking and payment

- 4.1** Deposits, balance payments and payment deadlines are set out in the Booking and Cancellation Policy.
- 4.2** If the Deposit or balance is not paid by the date set out in the Booking and Cancellation Policy, Lovi Pet Hotel may treat the Booking as cancelled.

5. Cancellations and changes

- 5.1** Cancellations, changes to bookings, early collection and refunds are dealt with under the Booking and Cancellation Policy.

6. CCTV, webcams and smart devices

- 6.1** CCTV operates on the Premises for security, welfare and compliance.
- 6.2** Webcam access, where provided, is for personal household use only.
- 6.3** Images, videos or recordings that show Lovi Pet Hotel staff or the Premises must not be:
 - (a) shared online
 - (b) uploaded to social media
 - (c) posted in forums or groups
 - (d) used for publication
 - (e) forwarded to third parties without the prior written consent of Lovi Pet Hotel.
- 6.4** Screenshots may be shared privately with Lovi Pet Hotel for clarification only.
- 6.5** If CCTV or webcam access is unavailable for reasons outside Lovi Pet Hotel's control, such as internet or power outages or technical faults, prices are not affected and no refund or compensation is due. Until access is restored, staff will make their best effort to send regular photo or video updates instead.

7. Veterinary care and vet visits

- 7.1** If a Pet becomes unwell, distressed or injured, Lovi Pet Hotel will seek veterinary advice promptly and follow it, as our licence requires. Where possible we use the Pet's registered vet, as named on the check-in consent form.
- 7.2** Lovi Pet Hotel will make every reasonable attempt to contact the Client before any vet visit, or as soon as possible after an urgent one. Beyond the immediate care the veterinarian advises, decisions about the Pet's treatment are the Client's to make.
- 7.3** In an emergency, if the Client, or their emergency contact where one has been provided, cannot be reached in time, Lovi Pet Hotel will follow the veterinarian's recommendation. The Client consents to any treatment the veterinarian recommends in these circumstances, including emergency procedures and, where the veterinarian advises it is necessary to prevent suffering, euthanasia.
- 7.4** All veterinary fees are payable by the Client, either directly to the vet or, where Lovi Pet Hotel pays the vet, at cost within 7 days of our invoice.
- 7.5** Each vet appointment, follow up, revisit, medication pickup or monitoring visit is charged at the vet visit fee shown in the Price List. The fee covers transport and staff time and is in addition to the vet's own fees.
- 7.6** No vet visit fee or vet fees are charged to the Client where the need for treatment was caused by Lovi Pet Hotel's failure to take reasonable care.
- 7.7** If a Pet shows signs of infectious illness, or is unwell in a way that means continued boarding is not appropriate, Lovi Pet Hotel will notify the Client. The Client, or their emergency contact, must collect the Pet within 24 hours.
- 7.8** If the Pet is not collected within 24 hours for any reason, including the Client or emergency contact being unable or unwilling to collect, Lovi Pet Hotel may:
- (a) admit the Pet to a veterinary practice or hospital
 - (b) isolate the Pet on the Premises at the isolation rate shown in the Price List, where a veterinarian advises that admission is not needed or no practice will admit the Pet
 - (c) arrange care with a foster carer or another suitable person chosen by Lovi Pet Hotel, which may include a member of our team.
- 7.9** Lovi Pet Hotel is not a veterinary practice and our staff are not veterinary nurses. Care for an unwell Pet under 7.8(b) means isolation, regular monitoring, following the veterinarian's instructions and giving prescribed medication. If the Pet's condition gets worse, we will seek veterinary advice again.
- 7.10** The Client is responsible for all veterinary fees, vet visit fees, isolation charges and the reasonable costs of the Pet's care. Provided Lovi Pet Hotel follows the veterinarian's instructions and acts with reasonable care, we are not liable for any worsening of the Pet's condition.
- 7.11** Where the Pet is moved to a veterinary practice or foster carer under 7.8, the boarding Service ends at that point. Lovi Pet Hotel's responsibility is then limited to arranging that care with reasonable care and skill.
- 7.12** The isolation rate covers enhanced sanitation, biosecurity, additional checks and additional staff time.
- 7.13** Medication must be supplied in its original packaging with the vet's label and written instructions, as agreed on the check-in consent form. Any unused medication is returned to the Client at check-out.

8. Behaviour, safety and suitability

- 8.1** The Client must disclose behavioural issues including aggression, biting, scratching, spraying or escape attempts.

8.2 Lovi Pet Hotel may refuse or terminate a Service where the Pet poses a safety risk.

8.3 Lovi Pet Hotel may refuse admission to any Pet where welfare concerns exist.

9. Photographs and updates

9.1 Lovi Pet Hotel may photograph Pets for welfare monitoring and Client updates.

9.2 Photographs are used on our website and social media only where the Client has given consent on the check-in consent form.

10. Insurance

10.1 Lovi Pet Hotel holds public liability insurance with a UK insurer. Details of our current cover are available on request.

10.2 Our insurance covers our legal liability only. It is not pet health insurance, and we recommend that Clients hold their own pet insurance.

11. Limitation of liability

11.1 Lovi Pet Hotel will provide all Services with reasonable care and skill. Nothing in these Terms affects the Client's statutory rights, or limits our liability where the law does not allow it to be limited, including for death or personal injury caused by our negligence, or for fraud.

11.2 Where Lovi Pet Hotel fails to take reasonable care and this causes loss, our total liability for each Pet per Booking, including vet fees and the value of the Pet, is limited to the limit of our insurance cover for animals in our care. This limit is shown on our insurance certificate, which is displayed at the Premises and available on request. Our liability will never be less than the price paid for the Booking.

11.3 Clients are not required to bring any belongings. Items left with us, such as bedding, toys, carriers or devices, are not insured and are left entirely at the Client's risk. Lovi Pet Hotel is not responsible for accidental damage, soiling, wear, malfunction or loss.

11.4 Client supplied devices and equipment, such as water fountains, feeders, cameras or lighting, are used as supplied. Lovi Pet Hotel does not clean, maintain or service them and is not responsible if they stop working. If a device stops working, we will use our own equipment where available to keep the Pet safe and comfortable.

11.5 Lovi Pet Hotel is not liable for losses that were not reasonably foreseeable, or for indirect losses, including:

- (a) the cost of changing, cutting short or cancelling travel plans
- (b) loss of enjoyment of a holiday or event
- (c) loss of earnings or business losses

11.6 Unless caused by our failure to take reasonable care, Lovi Pet Hotel is not liable for illness, injury or death arising from:

- (a) pre existing, undiagnosed or hidden conditions
- (b) age related decline
- (c) stress and normal reactions to a new environment, such as reduced appetite, weight change, fur loss or mild digestive upset
- (d) infectious disease picked up despite our vaccination requirements and infection control procedures
- (e) following the Client's written instructions on feeding, medication or care
- (f) treatment given on a veterinarian's advice, including emergency treatment

11.7 Lovi Pet Hotel is not liable for loss caused by:

- (a) inaccurate or incomplete information about the Pet's health, behaviour, vaccinations or neutering status

(b) food, medication, carriers, collars, harnesses, enclosures or other equipment supplied by the Client

(c) the acts of third parties we do not control

(d) events outside our reasonable control, such as extreme weather, power or utility failures, disease outbreaks or government restrictions

11.8 The Client is responsible for damage or injury their Pet causes to people, other animals or property, unless it resulted from our failure to take reasonable care.

11.9 If the Client has a concern about their Pet's care, they should tell us as soon as possible, ideally within 7 days of collection, so we can investigate while records and evidence are available.

12. Welfare, emergencies and closure

12.1 Lovi Pet Hotel may refuse Service where welfare, safety or hygiene concerns arise.

12.2 Where necessary Lovi Pet Hotel may report concerns under the Animal Welfare Act 2006.

12.3 In the unlikely event of a Pet's death in our care, we will contact the Client immediately. The Pet will be held respectfully until the Client can collect them, or we will liaise with the Client's vet on final arrangements, as set out in our Incident Procedures.

12.4 If the Premises become unusable or our licence is suspended, we will contact the Client and their emergency contact immediately. Pets may be moved to safe temporary accommodation, and the Client may be asked to collect their Pet urgently. Nights not provided will be refunded.

13. Complaints and feedback

13.1 Any concern should be raised with Lovi Pet Hotel as set out in our Complaints Policy, which is available on our website and on request.

13.2 We ask Clients to give us the chance to look into and resolve a concern before posting about it publicly. This does not limit the Client's right to leave an honest review.

PART II. BOARDING: CATS

1. Accommodation and services

- 1.1** Cats must arrive in a secure carrier. The start of boarding service is when Lovi Pet Hotel staff removes the cat from its carrier inside their allocated room on the day of arrival and the end is when Lovi Pet Hotel staff places the cat back in the carrier when collected.
- 1.2** Accommodation: four rooms accommodate up to two cats, one room accommodates up to four cats from the same household; controlled temperature (heating and air conditioning), access to catio, clean blankets, litter trays.
- 1.3** Provisions: The cattery supplies a limited variety of dry and wet foods, treats and litter. The clients have access to 2 CCTVs per run.
- 1.4** Standard care includes feeding, enrichment, daily health checks and maintenance of accommodation.

2. Minimum stay

- 2.1** Minimum stays and extended minimum stays in peak periods are set out in the Booking and Cancellation Policy. Short-stay cleaning fees are shown in the Price List.

3. Check in and check out

- 3.1** Check-in and check-out are by appointment only.
- 3.2** Check-in and check-out times, lateness and out-of-hours arrangements are set out in the Booking and Cancellation Policy. The out-of-hours fee is shown in the Price List.

4. Vaccinations, fleas and worms

- 4.1** Cats must be vaccinated against feline parvovirus (enteritis) and cat flu (feline calicivirus and herpesvirus), and treated for fleas and worms within the 3 months before boarding.
- 4.2** Detailed requirements, including booster timings, titre tests and exemptions advised by the cat's vet, are set out in our Disease Prevention and Control Policy.
- 4.3** The Client must upload the cat's current vaccination certificate to their booking record before arrival, or bring it at check-in.
- 4.4** Vaccination against feline leukaemia virus (FeLV) is recommended for cats under one year old and cats with outdoor access.
- 4.5** If a cat cannot be admitted because these requirements are not met, the Booking is treated as cancelled on the day of arrival under the Booking and Cancellation Policy.
- 4.6** Flea or worm treatment given on arrival, if needed, is charged at cost.

5. Neutering

- 5.1** All cats male or female over the age of six months who are not neutered cannot be accepted for boarding as they could present an infection hazard, disruption to other cats and damage to our facilities.
- 5.2** If during the cat's stay we have reason to suspect that the neutering or spaying status provided by the owner may not be accurate due to the presence of urine odour we will request that the owner provides proof of neuter or spay. If the owner is unable to confirm the status within twenty four hours we will isolate the cat as set out in Part I, section 7, even if the cat does not exhibit any signs of infection.
- 5.3** In the event that the owner is unable to provide evidence of neutering or spaying within seven working days the Client will be responsible for the expenses associated with

professional odour removal as well as any damages incurred including potential loss of business during any necessary closure.

6. Food and feeding

- 6.1 Lovi Pet Hotel provides a selection of wet and dry cat foods.
- 6.2 Special or prescription diets must be supplied by the Client.
- 6.3 The feeding schedule is discussed and agreed on arrival. The food is normally served during our four daily checks.
- 6.4 Fresh water is available at all times and water fountains are available on request.
- 6.5 Food supplied by the Client must be labelled with the cat's name. Any food left over is returned at check-out.

7. Medication

- 7.1 Lovi Pet Hotel may administer routine medication including injections where clear written instructions are provided.
- 7.2 Complex medical regimes or conditions requiring more than two administrations per day must be agreed in advance and may incur additional charges.

8. Illness and veterinary care

- 8.1 Cats showing signs of infectious or contagious disease may be refused entry.
- 8.2 If a cat becomes unwell during their stay, they will be cared for as set out in Part I, section 7 and our Incident Procedures, including isolation where needed.

9. Webcams

- 9.1 Interruptions to webcam access are dealt with under Part I, clause 6.5.
- 9.2 Any recording or image that includes staff or the Premises is subject to the CCTV and surveillance rules in the General Terms.

10. Abandonment and failure to collect

- 10.1 If the Client cannot collect their cat on time, they must contact us as soon as possible.
- 10.2 Boarding charges continue at the nightly rate from the missed check-out. Any additional costs caused by the delay may also be charged.
- 10.3 If a cat is not collected within 7 days of the agreed departure date, and neither the Client nor their emergency contact can be reached or a workable arrangement agreed, Lovi Pet Hotel may, as a last resort and after giving written notice to the Client, transfer the cat to a registered local rescue charity.
- 10.4 All outstanding fees remain payable.

PART III. BOARDING: SMALL PETS

These terms apply in addition to the General Terms and Conditions to all small pet boarding Services at the Premises.

1. Facilities and accommodation

- 1.1** Small Pets must arrive in a secure carrier. The start of boarding service is when Lovi Pet Hotel staff confirms the completion of the check-in on the day of arrival and the end is when Lovi Pet Hotel staff confirms the completion of the check-out when collected.
- 1.2** Small pet accommodation is subject to availability. Lovi Pet Hotel offers the following as a guide:
 - (a) Rabbits and guinea pigs: four indoor C and C style enclosures
 - (b) Hamsters: enclosures provided by Lovi Pet Hotel with a minimum internal size of 100 x 50 x 50 cm
 - (c) Tortoises: accommodation provided subject to the Client supplying the required equipment, except where Lovi Pet Hotel's loan lamp has been reserved (see 6.2)
 - (d) Other small pets: accepted on a case by case basis subject to advance approval
- 1.3** Where Lovi Pet Hotel provides the enclosure the following minimum dimensions apply:
 - (a) One rabbit: C and C 3 x 2 x 2
 - (b) Two rabbits: C and C 4 x 2 x 2
 - (c) One guinea pig: C and C 3 x 2 x 1
 - (d) Two or three guinea pigs: C and C 4 x 2 x 1
 - (e) Hamsters: Bucatstate 100 x 50 x 50 cm enclosure
- 1.4** Only hamster owners may supply their own enclosure, which must be secure, safe and of suitable size. Lovi Pet Hotel may refuse an unsuitable enclosure and decline the Booking if no appropriate alternative is available.
- 1.5** Clients are not permitted inside the small pet boarding areas. Lovi Pet Hotel is happy to provide photographs of previous guests and photo updates of the Client's Pet on request.

2. Minimum stay

- 2.1** Minimum stays and extended minimum stays in peak periods are set out in the Booking and Cancellation Policy. Short-stay cleaning fees are shown in the Price List.

3. Rabbits

- 3.1** Rabbits must be vaccinated against myxomatosis and RHD1. Vaccination against RHD2 is strongly recommended.
- 3.2** Rabbits must be neutered or spayed unless too young.
- 3.3** Lovi Pet Hotel provides Excel Rabbit Food, hay and daily greens. The Client may provide alternative pellets or treats.
- 3.4** Bedding includes fleece blankets and washable pee pads which are changed regularly.
- 3.5** Enclosures are spot cleaned daily with a full deep clean weekly or as required.
- 3.6** Medication may be administered where written veterinary instructions are provided.
- 3.7** Rabbits showing signs of stasis, respiratory infection, severe diarrhoea or other acute illness may be refused entry or may require urgent veterinary care at the Client's cost.

4. Guinea pigs

- 4.1 Lovi Pet Hotel provides hay, fresh greens and suitable dry food unless the Client provides a specific brand.
- 4.2 Fleece bedding or other appropriate substrate is used.
- 4.3 Enclosures are spot cleaned daily and deep cleaned weekly or more frequently as required.
- 4.4 Guinea pigs with signs of mites, lice, respiratory distress, unexplained weight loss or diarrhoea may be refused admittance or require veterinary care.

5. Hamsters

- 5.1 Lovi Pet Hotel provides a minimum 100 x 50 x 50 cm enclosure suitable for hamsters.
- 5.2 The Client may bring their own wheel, hides, nesting material, food or treats if preferred.
- 5.3 Bedding is provided at an appropriate depth to allow natural digging behaviours.
- 5.4 Enclosures are spot cleaned regularly with a deep clean weekly or more often if required.
- 5.5 Hamsters showing signs of infection, injury or extreme stress may be refused boarding or may require veterinary attention.

6. Tortoises

- 6.1 The Client must provide essential tortoise equipment including a heat lamp, UVB lamp or UV strip, feeding dishes and any required supplements such as calcium or vitamin powders.
- 6.2 Lovi Pet Hotel will not board tortoises without adequate heating and UVB provision. Where the Client's lamp is fixed to their own setup and cannot be brought, Lovi Pet Hotel has one UVA/UVB heat lamp that may be used. It must be reserved when the Booking is made and is subject to availability.
- 6.3 The tortoise's care routine, including diet, lighting schedule, bathing routine and supplement use, is agreed with the Client and recorded on the check-in consent form.
- 6.4 Tortoises showing signs of respiratory illness, shell disease, parasites or injury may be refused entry or may require immediate veterinary attention.

7. Other small pets

- 7.1 Species not listed in this section may be accepted at the discretion of Lovi Pet Hotel on a case by case basis.
- 7.2 Acceptance depends on welfare needs, housing requirements, staff experience and risk assessment.
- 7.3 Lovi Pet Hotel may decline any species where appropriate care cannot be provided safely.

8. Behaviour, handling and safety

- 8.1 The Client must disclose any behavioural issues including biting, aggression, escape tendencies or extreme stress behaviours.
- 8.2 Lovi Pet Hotel may refuse or terminate boarding where the Pet presents a risk to staff or other animals.
- 8.3 Injuries caused by the Pet are the Client's responsibility.

9. Health and veterinary care

- 9.1 Pets must arrive in good health. Pets showing signs of infectious disease, parasites, respiratory illness, open wounds or severe distress may be refused entry.

- 9.2** If a small pet becomes unwell during boarding Lovi Pet Hotel may seek veterinary attention.
- 9.3** All veterinary fees are payable by the Client.
- 9.4** If a small pet is unwell and continued boarding is not appropriate, Part I, clauses 7.7 to 7.11 apply.
- 9.5** Where the Client's preferred vet is unavailable Lovi Pet Hotel may attend the nearest available practice.

10. Cleaning, hygiene and waste management

- 10.1** Lovi Pet Hotel follows species appropriate daily spot cleaning routines.
- 10.2** Full deep cleans are carried out weekly or more often if needed.
- 10.3** Cleaning frequencies cannot be reduced at the Client's request.

11. Escape, damage and liability

- 11.1** Lovi Pet Hotel is not liable for escape incidents caused by faulty, inadequate or inappropriate enclosures, carriers or equipment supplied by the Client.
- 11.2** Lovi Pet Hotel is not responsible for damage caused by the Pet.
- 11.3** Lovi Pet Hotel is not liable for behavioural changes caused by relocation or stress.

12. Personal items

- 12.1** The Client may bring toys, hides, enrichment items or preferred bedding.
- 12.2** Client supplied items are left at the Client's risk, as set out in Part I, section 11.
- 12.3** Electrical items other than essential tortoise lighting are not permitted.