



FREQUENTLY ASKED QUESTIONS

Does my reservation help homeless animals and animals in need? Yes – All funds raised by Bohemia Boarding go directly to the RSPCA Isle of Wight branch to support the Island's most vulnerable animals. Your reservation helps our charity continue to rescue, rehabilitate and rehome animals across our Island.

How do I make a reservation? – call 01983 842058 or email bohemia@rspca-isleofwight.org.uk

Do I need to make a deposit to secure the reservation? – 50% of the total boarding fee is required as a deposit on all reservations, to be paid no later than 10 days after your reservation is made. Please note that all cancellations will be subject to a mandatory administration fee of £3.00 which will be deducted from any **applicable refunds**.

Do animals need vaccinations to stay with you? – Yes. Critical Update: Conditions of all animal boarding licensing require the vaccination of animals accepted into the licensed boarding premises. Due to the pandemic many vets are only able to undertake emergency care at this time resulting in people being unable to get their animal vaccinations updated.

As we do require your pet to be fully vaccinated if your booster is delayed you will be required to obtain a letter from your vet stating that your pet has previously been fully vaccinated and the booster is delayed due to the onset of Covid 19. This letter is required prior to arrival.

Dogs must have a valid inoculation certificate for Distemper, Hepatitis, Leptospirosis, Parvovirus and Kennel Cough. We require all dogs to have received a broad-spectrum worming treatment within 6 months of admittance. Cats must have a valid inoculation certificate for cat flu and feline leukaemia. We require all cats to have recently received de-flea and worming treatments. Please note: A copy of your up to date pet health and vaccination card is required at the time of booking. Animals will only be admitted upon receipt of a valid vaccination certificate (see species specific information above). All animals must be up to date with parasite medication to protect against fleas, ticks and worms. We are currently unable to board animals that receive homeopathic inoculations.

What time can I drop my animal off? – between 2pm and 3pm by appointment only

What time can I collect my animal? – between 10am and 11am by appointment only

Can I extend my reservation if my travel plans change? – yes, please call us and we will make every attempt to extend your reservation, additional nightly charges will apply at the time of extension.

I am visiting the island on vacation and my holiday rental will not accept pets, can I board my dog with you during my stay and take my dog out for walks during the daytime? –

Absolutely, we welcome visitors and support our beautiful Island's tourism and encourage you to take your dog out for day trips. You are able to collect your dog from 10am by appointment only and must return for boarding no later than 4pm again by appointment only.

If you need information on walks, dog friendly beaches, dog friendly pubs, cafes and eateries for lunch suggestions please check out our Island's tourism information

<https://www.visitisleofwight.co.uk/explore/holidays/dogfriendly-ideas>

What if I am unable to collect my animal due to an emergency or travel delay? – Just as with human hotel reservations we operate check in and check out times, we also recognise that occasionally the unexpected happens. If you require an early check-in or a late check-out, please call Bohemia Boarding 01983 842058. If we can accommodate your request additional standard nightly charges will apply. Animals will only be released for collection by their owner unless pre-authorized third party arrangements are recorded on a Third-Party Letter of Authorisation which can be completed prior to or at check in.

Will I receive a refund if I cancel my reservation? – yes, reservations are refundable up to 14 days prior to check in. If you cancel within 14 days of check in, we are unable to refund your deposit. Please note that all cancellations will be subject to a mandatory administration fee of £3.00 which will be deducted from any **applicable refunds**.

What if there is a medical emergency with my animals during their stay? - Your animal's health is important to us. In the event of a medical emergency we will strive to use the veterinary practice where your animal is registered, alternatively we will use our registered 24-hour veterinary partner. All veterinary care will be charged to the owner and any veterinary expenses must be paid at the time of check out. Please notify us of any pre-existing conditions and any on-going medical treatment when making your reservation, additional charges may apply for dispensing of medication. We require an emergency contact number and/or email address should we need to consult with a guardian during your animal/s stay.

If my animal is on medication will you board my animal and administer their medication? Please call us to discuss your animal's health condition, a small dispensing and administration fee will apply.

Can my animals be housed together? - yes if they are happy to share the same accommodation with their buddy they can be housed together, if however during their stay they indicate to us that they are uncomfortable in the same surroundings we will review their accommodation selection to ensure we are meeting the highest standards of emotional and physical welfare.

Will my dog be exercised with other dogs? – we will not socialise your dog with other boarding dogs unless you provide us with prior authorisation for us to do this and only if we feel that your dog is suitable as a good companion with another boarder.

Can I bring my own food, toys and bedding? – Our animals are fed a complete quality meal combination of wet and dry food. If you prefer for your animal to remain on their regular diet or, if your pet is on a veterinary prescribed diet, you will need to bring the food with you on check in. Bedding, toys, food and water bowls are provided for use during your animal stay. We ask that you do not bring items from home with your pets but rest assured your pet will receive quality care and all the comforts of home throughout their stay.

Do you have any blackout dates? We are pleased to provide a service 365 days a year however please note we operate a black out period for check in and check on December 25th, December 26th and January 1st.

Do you have any outside runs in your cattery? We operate a 5-star facility and each cat will be given their own oversized pod, approximately one metre square and designed over two levels with stairs, seating platform, a comfy bed and toilet facilities. The majority of rooms also have windows with views of the surrounding area from the seating platform, where our guests can have a cat nap in the sunshine or watch the world go by. Meeting the highest standards of animal welfare, we do not provide access to the outdoors to ensure your precious companion's health is protected during their stay with us.

Is your accommodation heated or air conditioned? Yes, our 5-star accommodation offers lighting and temperature controls to provide the perfect ambience to help make your pet feel calm and relaxed. We also have an air management system which provides clean fresh air to each cat pod.

Can I make a donation to support your charitable work? Yes please! You can make a donation to the RSPCA by clicking on the button at the bottom of the page. Thank you.