Terms & Conditions – The Tortoise Hotel

Thank you for considering The Tortoise Hotel for your tortoise’s boarding and hibernation needs. We’re dedicated to offering a safe, calm, and carefully monitored environment for your tortoise, and to ensuring a smooth and stress-free experience for their humans too. To help achieve this, we ask that all guests and owners read and agree to the following Terms & Conditions.

# 1. Health & Safety

We reserve the right to refuse boarding or hibernation services if a tortoise is found to be in poor health or unsuitable condition upon arrival. This is to protect the welfare of your tortoise and others in our care. Where necessary, tortoises may be housed separately to prevent conflict, stress, or the risk of disease transmission.  
  
If a tortoise is deemed too unwell to board, your deposit will be refunded in full.

# 2. Care Instructions

Owners are required to provide accurate and complete care instructions at check-in, including dietary preferences, medical history, behaviour notes, and any medication routines. Incomplete or incorrect information may result in additional fees or, in rare cases, refusal of care.  
  
We aim to mirror your tortoise’s usual routine as closely as possible to reduce stress and keep them settled during their stay.

# 3. Emergency Contact

We require at least one emergency contact (preferably two) with valid phone numbers and an email address. In the event of illness or an emergency, we will attempt to contact you immediately. If no one can be reached, we reserve the right to seek veterinary care at your expense in the best interest of the tortoise.

# 4. Drop-Off & Collection

Owners agree to arrive and collect their tortoise at the times agreed in advance.  
- Late pickups may incur an additional fee.  
- If a tortoise is not collected within 7 days of the agreed date and no contact is made, we reserve the right to rehome the tortoise or involve animal welfare authorities.  
  
Please let us know in advance if someone else is collecting on your behalf.

# 5. Liability

While every effort is made to provide exceptional care, by using our services, you acknowledge that tortoises—like all living creatures—may become ill or injured despite best practices. The Tortoise Hotel cannot accept responsibility for any injury, illness, death, theft, or unforeseen incident.  
  
We strongly recommend owners obtain exotic pet insurance that covers the boarding period. We suggest speaking to Exotic Direct (https://exoticdirect.co.uk), who offer specialist cover for tortoises including illness, injury, and theft.

# 6. Veterinary Care

If your tortoise requires urgent medical attention, we will use a qualified exotic vet local to our facility. All costs incurred will be the responsibility of the owner and payable before collection. We will always attempt to contact you before seeking treatment, except in emergencies where delay would be detrimental.

# 7. Hibernation Services (if applicable)

Owners opting for hibernation services agree to our full hibernation protocol. This includes pre-hibernation assessments and health checks. If we believe a tortoise is not fit to hibernate, we reserve the right to refuse, and alternative boarding will be offered (where possible).

# 8. Biosecurity

To maintain the health and safety of all tortoises, visitors may not enter our enclosures or facilities. If tortoises are free-roaming, we kindly ask visitors not to walk through the garden unless a prior appointment has been made.

# 9. Updates to These Terms

The Tortoise Hotel reserves the right to amend these Terms & Conditions at any time. The latest version will always be available on our website. Continued use of our services implies agreement to the most recent terms.

# Got Questions?

If you have any concerns about your tortoise’s stay or our policies, please don’t hesitate to contact us. We’re always happy to talk tortoises.