

Bookings are accepted on the explicit understanding that 'Owners' agree to our terms and conditions, as outlined below and also obtainable from the office. Leaving your pet with us, you imply that you HAVE agreed to all the of the following:

1. Indemnity

While all reasonable care and precaution is taken to ensure your pet receives proper care during it's stay, it is explicitly understood that no liability is incurred by the Proprietors in respect of any loss or damage to the animals through sickness, injury, or from any other cause what-so-ever.

Bed and Biscuit Pet Hotel is a 'Cage-Less' pet boarding facility. Pets are not confined in cages, kennels or dog runs. WE DO NOT ACCEPT 'Aggressive' or 'Temperamental' dogs and rely strictly on Pet Owners integrity as to the nature of their Pet. Therefore, Pet Owner agrees to assume all liability for their pets' actions such as: Property Damage, moveable or fixed, and /or injury to other pets. Liability for Remedial Costs and/or Vet Bills, if any, arising from aforementioned is the Pet Owners responsibility and will be for Pet Owners account.

2. Boarding and Payment Conditions

- a) We reserve the right to refuse admission of animals that do not meet our criteria in health and temperament requirements.
- b) We operate on a strictly cash in advance payment basis. The full period booked is chargeable.
- c) Prices quoted apply at time of booking and could be subject to change at any time.
- d) Bookings are only confirmed upon receipt of your signed booking application form together with proof of a non-refundable deposit.
- e) Deposit will be 50% of total due. No reservation is made without a Deposit.
- f) Balance of payment is due Prior to Arrival/Check-In and as per our Payment Policy unless

written confirmation by proprietor has been sent to you with alternate arrangements. No verbal promises and or agreements are accepted.

g) Legal Fees: Should legal assistance or other steps be required to recover outstanding debts, such costs will be for the account of the Pet Owner.

3. Reservation and/or Date Changes:

a) We will endeavor our best to accommodate date changes but unfortunately we cannot guarantee that the new date/s you request will be available.

- PEAK PERIODS: (Christmas, Easter and Public Holidays)
- 30 (thirty) days notice prior to Check-In is required.
- Shorter notice is subject to original booking duration and fully chargeable.
- Changes made on Day of Arrival or after Check-In are fully chargeable and subject to refund policy.

4. Refunds:

a) Cancellations and Refunds

b) All dates booked are chargeable unless proper notice is given.

c) Cancellation Periods will vary depending on the season and advance notice periods as follows:

- 30 Days is required for Peak Periods (Christmas, Easter, Public Holidays)
- 14 days is required for School Holidays
- 7 days is required for all other times.
- A 20% administration fee applies to all cancellations received and will be deducted from deposit paid. This charge may be cancelled if you rebook within 30 days The entire deposit may then be applied as a credit towards your new booking.
- A 50% administration fee will apply if less than appropriate notice is received. This charge may be cancelled if you rebook within 30 days. The entire deposit may then be applied as a credit towards your new booking.

- The Proprietor reserves the right to use discretion where extenuating circumstance apply.
- Early Collection of Pet is Allowed subject to above and within agreed times.

5. Long term boarders (i.e. 30 days plus) are accepted on the basis that special long term boarding contract including detailed payment terms is signed.

- a) One months boarding is always payable in advance, starting 30 days prior to pets arriving and thereafter, 7 days prior to the conclusion of each month. (paid 7 days in advance of each months stay)
- b) Failure to adhere to these terms will result in the immediate removal of the pets.
- c) Where owners will not be contactable during the period booked, the full amount is payable in advance.

6. General:

- a) Viewings are welcome, by appointment during non-peak times, when it does not clash with boarding activities.
- b) Long term boarders may be visited by special arrangement and encouraged.
- c) Viewing and visits are not allowed during Peak Seasons.
- d) For cageless boarding, all males must be neutered and females must be spayed.

7. Health:

- a) If your pet suffers from a manageable health problem, requiring special care, medical attention, please ask your vet to provide full details of the condition and steps required to treat this condition.
- b) We will administer all medication BUT we do not supply it.
- c) If your pet has had any recent operations, or suffers ailments you must disclose it so that we can continue to assist in your pet's good health and recovery.
- d) Failure to disclose any of the above may lead to the immediate removal of your pet, at your own cost.

8. Vaccination:

- a) No boarders will be accepted without up-to-date vaccination certificates for all relevant diseases.

b) For the safety of all pets in our care, We cannot accept your pets unless they have been vaccinated within the last 12 months.

c) Proof of current/last vaccination is required.

9. Medical Attention & Special Diets:

a) The proprietor has the right to seek veterinary advice for any boarder which develops signs of illness or skin ailments whilst boarding

b) Any veterinary attention necessary while the animal is at the premises will be at the owners expense.

c) Should Pets require special diets the owner must provide these items in clearly marked containers. Please note this does not affect the quoted daily rates.

d) In the event of us not being able to reach you in an emergency, you agree that we act in your pets' best interest and promptly take your pet to a vet of our choice.

e) If your pet has any problems of character, such as being aggressive when being fed and needs to be fed separately, it is the **pet owners responsibility and duty to bring this to the attention of the Proprietor.** Failure to do so, can and/or may result in injury to other pets, resulting in remedial costs being for Pet Owners account.

10. Fleas and Worms:

a) All boarders are required to have flea protection applied and be de-wormed.

b) We reserve the right to do spot checks on boarders at arrival. Should steps have to be taken to rectify the matter, this will be for the owners' account.

c) Pets with evident parasites will first have to be cleaned before being able to associate with

other boarders. Costs of such will be for the Pet Owners account.

Check-In / Check-Out for Boarding:

Monday to Friday: 10 a.m. to 12.00 midday or by special arrangement.

CLOSED ON SATURDAYS and SUNDAYS.

Visitation: By Special PRIOR arrangements.

NOTE: A SURCHARGE EQUAL TO A FULL DAY'S BOARDING WILL APPLY IF SERVICE IS REQUIRED OUTSIDE THESE TIMES. PETS ABANDONED WILL BE PLACED IN THE CARE OF AWSH (Animal Welfare Service Helderberg) FOR ADOPTION.

I agree and accept:

Signature _____

Date _____