



AllPAWS LODGE - TERMS AND CONDITIONS

AllPAWS LODGE and the client hereby agree to the following:

I the undersigned am the legal owner/guardian of the cat/cats:

_____ (name/age/sex)

Bookings are accepted on the explicit understanding that clients agree to our terms and conditions, as outlined in this document, also obtainable from the office.

1. Indemnity

It is understood and agreed that whilst all due care and consideration will be given to the cat/cats, AllPaws Lodge, the staff, agents, guests and other persons is hereby indemnified should any accident, injury, illness, death, escape or from any cause whatsoever occur while the cat/cats are in the care of AllPaws Lodge.

The owner/guardian undertake to transport the cat/cats to and from AllPaws Lodge in an appropriate cat box.

AllPaws Lodge do not accept responsibility for any items of a personal nature that is brought to the Lodge.

2. Boarding and Payment Conditions

- a. We reserve the right to refuse admission of animals that do not meet our criteria iro health and temperament requirements.
- b. We operate on a strictly cash in advance payment basis, and the full period booked is chargeable.
- c. Prices quoted apply at time of writing and could be subject to change at any time.
- d. Bookings are only confirmed upon receipt of your signed booking application and terms and condition form together with a non-refundable deposit.
- e. The full balance is due no later than the day of check in.
- f. If it is necessary to extend your booking while away, please note we have to be notified of these date changes in writing, and this is subject to space being available.
- g. Special rates or date changes may be allowed, at our discretion.

- h. Extras incurred while your pet stayed at the Lodge will be charged to your account and must be settled at departure.
- i. There is a minimum booking fee of 4 days over Easter, Christmas and New Year and school holidays.
- j. No refunds are due in respect of early (date) collections.
- k. The rate is per day no matter what time the cat is collected or delivered.

3. Legal fees

Should legal aid or other steps be required to recover outstanding debts, such costs will be for the account of the owner/guardian of relevant cat/cats.

4. Long term guests

(i.e. longer than one month) are accepted on the basis that a special long term boarding contract including detailed payment terms is signed

- a. One month's boarding is always payable in advance, starting 7 days prior to cat/cats arriving and thereafter, 7 days prior to the conclusion of each month
- b. Failure to adhere to these terms will result in the immediate removal of the cat/cats.
- c. Where owners will not be contactable during the period booked, the full amount is payable in advance.

5. Cancellations and refunds

- a. All dates booked are chargeable unless proper notice is given, such notice period will be specified at the time of the booking.
- b. Cancellation periods will vary depending on the season and advance notice period
 - * 30 days over - Peak periods - [Christmas and Easter]
 - * 14 days - Other School holidays
 - * 7 days - other
- c. A cancellation fee applies iro all cancellations received less than 30 days prior to commencement of the booking.
- d. No refunds apply if less than 30 days notice is received.
- e. The Proprietor reserves the right to use discretion where extenuating circumstances apply.

6. Health

6.1 Vaccinations

- a. No cats will be accepted without up-to-date vaccination certificates iro all relevant diseases. Please ensure that your pet is vaccinated at least 21 days prior to check in.
- b. We will not accept your pet unless they have been vaccinated within the last 12 months.

- c. Despite the fact that we insist on vaccinations, we are unable to detect a carrier entering our kennels. Please consult your vet as to what precautions can be taken against Snuffles. Eco-Vet Snuffles, a homeopathic remedy, can be added to your cats water 10 days before check in and can be continued throughout it's stay which will boost it's immune system against Snuffles.

6.2 Veterinary services, medication and special diets

The pet owner/guardian agrees that should the cat/cats become ill or injured during their visit at AllPaws Lodge, the proprietor has permission to contact the owner/guardian's usual Vet or the Vet that AllPaws Lodge uses so that veterinary care can be rendered to the cat/cats. The owner/guardian agree that he/she is fully liable for this veterinary account and agree that the veterinarian and clinic may invoice AllPaws Lodge directly for this expense. The owner/guardian indemnifies AllPaws Lodge for these expenses. AllPaws Lodge undertake to make every effort to contact the owner/guardian to advise him/her about his/her cat in this regard. The owner/guardian hereby state that to his/her knowledge the cat/cats booked into the Lodge are healthy and well and that all pertinent medical information has been disclosed to ensure the appropriate care of the cat/cats.

- a. Should cat/cats require medication the owner must please provide these items in clearly marked containers with clear instructions.

6.3 Fleas and Worms

- a. All cats are required to be flea-free and de-wormed.
- b. In the interest of all pet-owners we request that your cat/cats are put on a reliable flea and de-worming program, and that they are treated 2 days before checking in.
- c. We reserve the right to do spot checks on cats at arrival. Animals may remain in the quarantine area until we have confirmed that flea and worm treatment is up to date. Should steps have to be taken to rectify the matter, this will be for the owners' account.

7. Check in times for the Lodge – STRICTLY BY APPOINTMENT

Monday to Friday: 07h00 – 18h00 (by appointment only)

Saturdays: 07h00 – 14h00 (by appointment only)

CLOSED ON SUNDAYS AND PUBLIC HOLIDAYS unless arranged prior to the booking.

All visits / inspections, drop-offs and collections must be strictly by appointment only. Notice of any delays in arrival will be appreciated.

8. Payment

The client hereby agree to the rates as quoted by AllPaws Lodge.

A 50% of the total amount is due to secure the booking. Failure to make this payment results in the booking not being secured or guaranteed.

Full payment is required prior to arrival or when checking in.

As no credit card facilities are available and cheques are not accepted; payments can be made in cash when checking in or via EFT into:

AllPaws Lodge

FNB Broadacres

Branch 250655

Acc no: 62616939338

If cat/cats are not collected within 2 weeks of the completion of the booking, the proprietor reserves the right to transfer the animal to the SPCA.

9. Changes to this agreement.

Any changes to this agreement must be made in writing and agreed to by both parties.

PLEASE INITIAL PAGES 1 - 3

Signed on _____ (date) at _____ (place)

Owner/Guardian: _____