**general terms and conditions**

We commit to arrange that your dog/cat will be well-cared according to your wishes as far as possible during its stay in our place.

By entrusting your dog/cat to the care of **DOGGY CAT PARADISE,** these General Terms and Conditions are said to be accepted:

**Opening Hours: 08:30 - 17:00**

Please make an appointment if you would like to have a good first introduction. It would be our pleasure to inform you about the daily routines and discuss all details with you.

 **Visit us: during the opening hours you are welcome to visit DOGGY CAT PARADISE at any time.**

For security reasons, absolutely NO Walk-ins at the CATTERY without our staff present.

**Time of Trial**Before a longer stay, your dog should already get familiar with **DOGGY CAT PARADISE**. Therefore, we offer a free trial for you (1-2 hours). This initial interview serves to determine for both parties if boarding is to be considered. In addition, your dog will have the experience of knowing that the stay with us is just a holiday and that it will be picked up again. We do not board aggressive animals which can not be handled by staff or show aggression towards other dogs.

**Reservations and payment**Reservations made are considered as binding contracts. Please do contact us at short notice if needed, or in an emergency situation, we will try and accommodate you when we have availability. Check availability with us or make a booking via

062 620 4416 Facebook, WhatsApp or LINE doggyparadise. We would like to send you videos of your pet and communicate with you on LINE and WhatsApp during their stay with us.

**Conditions for Payment**On arrival, as a first time customer or for longer stay 1 month plus, we would like you to pay (at least) 50% of the entire amount to be paid in cash or bank transfer on site. The remaining amount is to be paid on pick up day - day of departure.

We take cash or bank transfer to the this account: (If you transfer per Bank, please notify us of your payment at the same time). Bangkok Bank: Account number 419-7-13400-2 Natalie Audry Stangl

Please notify us immediately to arrange extended stays.

**Transport – pick up service**:

Driving service per way up to 10km 400 THB between 10-20km 600 THB, more than 20km -30km 800 THB.

**Cancellation / Early Pick-Up**If your dog/cat cannot stay with us the entire time planned, we kindly ask for immediate notification.

Deposit may be fully refunded if cancellation is made at least 3 days prior to planned arrival date. Otherwise, the cancellation fee is 50% of the total deposit.

**Check-In and Check-Out**You can bring or pick up your dog/cat during the opening hours or by appointment. Early or late pick up (outside opening hours) will be charged a plus 100THB.

If your pet is not picked up after 10 days without notification, it will be passed on to animal shelter or the like. Any ensuing costs will be invoiced to the owner.

Pet abandonment is a crime in Thailand under ["the Animal Cruelty Prevention and Animal Welfare Provision Act, 2557 BE"](https://en.wikipedia.org/wiki/Prevention_of_Animal_Cruelty_and_Provision_of_Animal_Welfare_Act)

Dogs or Cats will be assumed abandoned if not picked up at agreed appointment time and you have not contacted us to make new arrangements. Make no mistake, we WILL press charges, and pursue all available legal venues against the owner, plus you will still be held liable for all costs incurred throughout the process.

**Requirements**We recommend for the dogs/cats to be vaccinated on recommendation of a Veterinarian. The dog should be treated against ticks, fleas and worms and any contagious skin diseases. Please bring the original vaccination certificate with you.

**Feeding**The fixed daily price does not include food. It is always best that your dog/cat

gets the food it is used to. Please bring enough food for the entire stay. We can store fresh food in the freezer. We offer home cooked food, a variety of meats with vegetables, rice, lentils, or other healthy ingredients. 500g. (see our pricelist).

Should your pet need any medication, please bring all needed meds for the entire stay (labelled with name and instructions).

**Illness, Injury, Accident, Hygiene, Care**

The pet owner agrees that his pet is allowed to move freely on the ground of **DOGGY CAT PARADISE.** However **DOGGY CAT PARADISE** is not liable for injuries that may arise from disputes within the groups of supervised animals.

The pet owner is liable for the damages caused by his pet to people or assets on the ground of **DOGGY CAT PARADISE**.

We cannot be held responsible for damage or loss of items that have been brought in (baskets, T-shirts, blankets, toys, etc.).

Should the dog/cat show signs of illness, injury or lack of hygiene, **DOGGY CAT PARADISE** is authorised to consult a veterinarian or suitable specialist; the ensuing treatment costs shall be paid by the owner. With your permission (we will ask you) minor injuries or discomforts will be treated on site with natural medicines. For older dog owners; Please inform us about the procedure you would like us to do, in case of sudden death.

For any disease introduced, the pet owner shall bear the costs for treatment of the other animals and for losses in sales, etc.

In case, despite our greatest care, your dog/cat should run away and damage occur to people or property or to your dog, the costs shall be borne by the pet owner.

**DOGGY CAT PARADISE** is not liable for non-culpable loss of the animal.

**Heat**Females that are not spayed will not be accepted while in heat. If a female goes into heat during the stay, a surcharge will be applied for the extra effort per day and per dog; the females must be picked up immediately. If, despite all efforts, a female should become pregnant **DOGGY CAT PARADISE** will not take over responsibility.

**Packing List / Things to Bring**

* The filled out Terms and Conditions Form, Data Sheet with signature (only the first time.)
* Original vaccination certificate
* Animal hospital ID (if any)
* Sufficient food for the entire stay (labelled with name and amount to be given)
* Medication or other remedies your pet requires in sufficient amounts for entire stay (labelled with name and instructions)
* Collar for small dog and harness for big dog. (Please, no chain or studded collars: risk of injury)

**You may also bring the following if you wish:**

* One of your dogs or cats used blankets so that we can make its bed as comfortable and familiar as possible.

As the owner of the dog or cat, I have read, understood and declare that I agree with the “General Terms and Conditions”
by my signature below.

Name of dog/cat:

Name of pet owner:

Date: Signature: