

# Pet Hotel Agreement

## Owner's Details

Full Name:

Address:

Phone Number:

Email Address:

## Pet's Details

Pet's Name:

Species:

Breed:

Sex:

Age:

## Vet's Details

Company Name:

Phone Number:

## Any Known Medical Conditions?

## Booking Details

Arrival Date:

Collection Date:

## Notes:

Customer's Signature:

Date:

# Pet Hotel Agreement

## Terms & Conditions

1. Payment in full is required on the day of booking. In the event of cancellation, 50% of the booking fee will be retained.
2. In the event you need to collect your pet at a later date than the arranged date, you are required to contact us, in advance and during working hours, to inform us of your new collection date and to pay any additional costs. Should you not contact us and you leave your pet later than agreed, you will be charged at double the daily rate.
3. In the event you do not collect your pet or make any attempt to contact us within 14 days of the arranged date of collection, we reserve the right to seek to re-home your pet.
4. Prices include housing, food, food bowl, water, water bottle, fruits, vegetables or other treats, bedding, and a wheel for small animals only. You are welcome to bring other items that you wish your pet to have during its stay.
5. Pets will be kept in our cages. Under no circumstances will we allow customers to bring in their own cages. In addition, we cannot keep pet carriers on the premises.
6. All animals will receive a full health check upon arrival. Should your pet show any signs of illness, injury, infestation or pregnancy we may require veterinary approval prior to us accepting your pet for boarding. Creature Company reserves the right to refuse boarding to any animal that we believe poses a risk to other animals or employees.
7. In the event your pet show signs of illness, we will contact you on the phone number provided immediately to discuss the situation. Creature Company takes pride in its care of animals. Unfortunately, however, there are times when illness and/or death of small animals are unavoidable. Creature Company does not accept liability for such events and all pets are left entirely at the owner's risk.
8. If your pet requires veterinary attention, we will transport your pet free of charge to our vet. We will follow the advice of the vet regarding the treatment of your pet and any vet fees and/or treatment costs will be charged to you the owner. Your pet will be registered at the vet under your name and address. Payment for vet's fees is due when you collect your pet. Ill animals may be moved into our staff's house so that we can keep a close eye on them and provide better care.
9. If your animal is receiving treatment for any ongoing illness, it may still be able to board with us providing you have a letter from your vet stating that the animal does not pose a risk to other animals or employees. All medication needed must be provided and clearly marked with the pet's name and dosage instructions.
10. Small animals can sometimes pass away suddenly, so in the highly unlikely event your pet passes away during their stay, we will contact you or your phone number provided immediately and will do our utmost to follow your wishes.

Customer's Signature:

Date:

## Staff Checklist

Eyes are **bright, clean** and **have no signs of infection**

Ears are **clean** and **have no signs of infection**

Nose is **clean** and **has no signs of infection**

Hygiene Area is **clean** and **clear of faeces**

Fur is **clean** and **has no signs of infestation**

**Are you happy with the overall appearance?**

**If you do not agree with any of the statements above, a letter from their vet is required before we can proceed with boarding their pet. This must state that the animal poses no health risk to other animals or employees. We cannot accept the animal under any circumstances if an infestation is present.**

Employee's Signature:

Date: