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## **Tierschutzverein Swakopmund ( S.P.C.A.) / Boarding Terms & Conditions**

1. Bookings must be made in advance.
2. Please note that the full boarding fee is required on arrival (upon 1st boarding day).
3. Owner agrees to pay the daily boarding rate (see rate card), for all services effective on the date the pet checks into the S.P.C.A. Rates are subject to change. Boarding extras are not included in the boarding rates.
4. The owner hereby accepts all legal costs for the recovery of any outstanding account payable by the owner, including veterinary fees.
5. Please inform us of your payment either per fax or email.
6. Check - out time for boarders is strictly before 12:00, animals leaving after this time will be charged an additional day's boarding fee.
7. All prices are subject to and include 15% VAT.
8. The full boarding fee applies even if the initial boarding period is shortened, no refunds will be considered.
9. Pets are taken in at owner's risk, which will be liable for all damages by the animal, including injuries by the animal to other animals or human beings.
10. The owner represents that the pet is healthy and has not been exposed to any known communicable disease within a thirty-day period immediately prior to boarding. The owner agrees to disclose to the S.P.C.A. all known medical conditions and/or behavior problems, which may affect the pet's care prior to check in.
11. The S.P.C.A. must be informed about specific treatment of your pet. If the pet is on any medication, said medication must be handed in at the office on arrival (upon 1<sup>st</sup> boarding day) .
12. Pets must be treated for ticks and fleas.
13. If your pet is on a special diet, we strongly recommend you bring your own food. Changing food may cause a severe upset stomach and/or diarrhea.
14. Only healthy pets with a valid up to date vaccination book will be boarded.
15. If your pet is exhibiting any symptoms that may suggest illness such as sneezing, coughing, wheezing, runny eyes or nose, vomiting, lethargy, or diarrhea, please do not bring your pet to the S.P.C.A. Un-spayed females in heat are not accepted in high season.
16. If a pet becomes ill or if the state of the animal's health otherwise requires professional attention, the S.P.C.A., in its sole discretion, may engage the services of a local veterinarian or provide appropriate medical attention for the animal and any and all expenses thereof shall be paid by the owner.
17. Owners are welcome to bring their own blankets or toys if desired, however we cannot guarantee that they will be returned in the same condition or at all. We provide bedding; therefore, we ask that you please leave those at home unless you feel it is critical to your pet's stay.
18. The S.P.C.A. must be informed if the boarding time will be extended at least one day before check out was agreed.
19. If you have to extend the boarding period, payment must be effected on the last boarding day.
20. The S.P.C.A. reserves the right to immediately change your pet's type of boarding if we believe it is necessary to protect the health and well-being of your pet, other animals, or our staff.
21. The S.P.C.A. reserves the right to charge for any rescued pet boarding fees, according to the usual terms, up to the 10th day. From the 11th day on, the abandoned pet is placed for adoption. Lost pets claimed by owners will be expected to pay a daily fee for the number of days the pet has been in S.P.C.A. care.
22. If the animal(s) is/are not collected within 10 days after the expiry of this contract and the contract is not renewed by the owner, the S.P.C.A. reserves the right to take upon itself the ownership of the animal, and to act in whatever way it deems fit in this regard.
23. Owner understands that a trip fee will be added to their bill for each trip an S.P.C.A. representative makes to take pet to/from owner's home, veterinarian, and other trips, whether they be pre-planned or unexpected.
24. The S.P.C.A. undertakes accommodation of pets in the best of their ability. The owner is aware that by leaving their pet at the S.P.C.A., or any other pet boarding facility, said pet is at a higher risk of contracting kennel cough, viruses, or acquiring nicks, cuts and possibly punctures. While we have taken special care in designing our facility and maintaining a high standard of cleanliness and safety, no vaccine is 100% guarantee.