TERMS & CONDITIONS

These terms and conditions must be read and signed by customers of DUBAI KENNELS & CATTERY (DKC) before we will accept responsibility for the care of your pets.

You hate Terms & Conditions. We hate Terms & Conditions. EVERYONE HATES TERMS & CONDITIONS!

But, alas, we need these Terms & Conditions to be read and signed by you. Don't worry, we're only a little bit evil.

About Payments

Paying Before and After:

All known fees, such as boarding, requested veterinary services, flea and tick protection, special chargeable feeding and other additional services must be paid in full upon arrival. All unplanned services which arise during your pet's stay with us, such as extended stays or unanticipated vet bills, must be paid in full at the time the service is provided or upon departure, depending on circumstance. Any payments made at the time of arrival which remain as a balance owing to you upon departure will be refunded in full at that time or maintained as a credit in your account with us for use at a later date, whichever you prefer.

We Need Your Credit Card Details:

Just as you experience at most hotels the world over, we require that you provide us with valid credit card details when you bring your pet to us for boarding, regardless the actual method of payment you ultimately choose. Your card details will be recorded for our records and if you decide to use us again in the future (say you will, say you will!!!), we will always need to refer to our records to confirm that we still have valid credit card information.

Authorisation To Take Payment:

In our Admission Form we require you to authorise DKC to take payment from your credit card in your absence on the first working day of each month in the event that your pet remains boarding with us for a period of time that extends beyond the original paid booking dates. We do this without obligation to inform you, though we will always try to do so.

Personal Belongings

DKC will of course take good care of any bedding, toys, cages, etc. that you may wish to leave with us for your pet to use while he/she is in our care. However, the reality is that with sometimes more than 200 animals in our care, things do occasionally go missing or get damaged, for which we do not accept liability; do rest assured, though, that we *are* careful with and respectful of your pet's possessions. Keep in mind that we are very well-stocked with all the things your pet may need while with us, including cuddles, so please keep the number and variety of items that you leave with us for your pet while you're away to a minimum.

Veterinary Attention

If your pet becomes ill while in DKC's care, we will take him or her to the veterinarian you have specified on our "Admission Form …a bit about YOU". We charge a vet-handling fee for this service in addition to the actual veterinary fees. If you do not specify another preferred vet, we will use our own DKC Veterinary Clinic (for which, in fact, our handling fee is less than for other clinics). DKC is not liable for your pet's veterinary fees.

When The Unthinkable Happens

A few times a year, for one reason or another, we and the other boarding facilities find ourselves in the terrible situation of caring for pets whose owners have… well, either become unreliable in making payments for the care of their pets, or those who have simply disappeared. With no small amount of discomfort, therefore, we need to add the following to our Terms & Conditions:

DKC reserve the right to remove your pet from our care in any manner we deem appropriate if your pet is not collected by the end of the boarding period for which you have paid and in such cases that DKC have had no communication from you or are experiencing difficulty communicating reliably with you or cannot, for whatever reason, collect payment from you for the continued boarding and care we are providing.

This is never something we wish to do and is always something we try long and hard to avoid.

Customer Name (print & sign): _____

DKC Staff Name (print & sign): _____

Date: _____