

# Terms & Conditions

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In the Following conditions 'LOTUS DOG HOTEL & SALON' is referred to as 'LOTUS DOG HOTEL & SALON' and the owner of the pet or pets to be boarded is referred to as 'THE OWNER'

1. A No-Show is the term used for a booking where you have failed to present your pet/pets for boarding within 24 hours of the first day of your booking. In this instance you agree that your booking may be cancelled. You further agree that you will be liable in full for all boarding fees and agree to pay on receipt of our invoice.
2. All pets boarded **must** be fully vaccinated against Canine Distemper, Infectious Canine Hepatitis, Leptospirosis and any other relevant disease and a copy of the current certificate of vaccination must accompany each pet. A copy of this certificate must be taken by LOTUS DOG HOTEL & SALON prior to boarding or at drop off. All pets should also be wormed regularly and be treated for fleas when necessary. Failure to provide a valid vaccination card for each pet will prevent them from boarding. In this instance your booking may be cancelled but you will remain liable for the boarding fees in full.
3. No dogs registered under the Dangerous Dog Act will be accepted for boarding.
4. As LOTUS DOG HOTEL & SALON is a home boarding service, we reserve the right to place your pet into secure external kennels if your pet becomes destructive or aggressive, external kennelling will incur extra costs at the external kennels with transportation fees also incurred. Failure to disclose correct information with regards to your pets behaviour that results in an injury, accident or damage will result (at the discretion of LOTUS DOG HOTEL & SALON) in additional costs for either repair, restoration or other professional costs for example veterinary bills which will NOT be covered by LOTUS DOG HOTEL & SALON insurance.
5. THE OWNER accepts that a veterinary surgeon will be called if LOTUS DOG HOTEL & SALON think it necessary & any resulting fees will be payable by THE OWNER at time of collection.
6. Any pet not collected within fourteen days of the agreed date of collection may be sold or otherwise disposed of at LOTUS DOG HOTEL & SALON discretion unless satisfactory communication is received from THE OWNER within this period.
7. During the period of boarding, LOTUS DOG HOTEL & SALON will exercise every possible care and attention to the welfare and safety of the pet, However LOTUS DOG HOTEL & SALON accepts no responsibility for problems outside of their control.
8. In the unlikely event of your pet dying whilst in the care of LOTUS DOG HOTEL & SALON it is the LOTUS DOG HOTEL & SALON policy to store your pets remains in cold storage at a local veterinary centre until your return, LOTUS DOG HOTEL & SALON will not inform you of the death of your pet whilst you are away, but if you would like to be informed of your pets death or would like different arrangements to be made in this unlikely event please inform LOTUS DOG HOTEL & SALON in writing prior to bringing your pet for boarding. This cost will be incurred by THE OWNER.