



Policies and Procedures

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1. Booking, changes to booking and cancellation

We require all services to be booked in advance by phone or e-mail. We will respond to e-mail/phone messages within 24 hours.

We require as much notice as possible for changes to bookings. If, for any reason, the client/owner needs to extend a booking beyond that originally agreed we expect the client/owner to give us as much notice as possible and to keep us informed of plans.

2. Services

Little Green farm Pet Hotel* agrees to exercise due and reasonable care to keep its premises sanitary and properly enclosed.

We offer a range of services including dog and cat boarding, washing and basic grooming as well as a pick up and drop off service.

3. Medical

3.1 Vaccination

We generally will only accept vaccinated animals - we believe this is the best way to ensure the health and welfare of all our boarders. Exceptions will only be made on recommendation by a veterinarian.

Please bring your up to date vaccination certificate with you each time you drop off your dog or cat.

3.2 Spay/Neuter

We generally only accept spayed/neutered animals (unless they are puppies). Boarding of intact animals needs to be discussed beforehand to ensure we are able to accommodate them without too much disruption to the kennels.

3.3 Other medical

The client/owner will inform us about any medical history or current issues relevant to our care of your dog or cat. We will administer any routine medications (without additional charges) but let us know in advance so that we can make sure we can accommodate your animal's specific needs.

3.4 Illness while staying in the kennels

In the event your animal becomes ill while you are away, we will make every effort to contact you. In the event we cannot reach you, we will contact our veterinarian for treatment.

The client/owner agrees that Little Green Farm Pet Hotel* has the authority to act in the pet's best interest even if this means seeking medical attention prior to notifying the client/owner. The client/owner also agrees to reimburse Little Green Farm Pet Hotel* for any additional fees and expenses incurred while tending to the emergency or veterinary care.

Please see our separate sign off relating to emergency contact information, veterinary costs and liability.

4. Security

We may request photo ID for the person dropping off the animal and for the person picking them up. We will not accept animals or allow them to leave the premises without being sure who is dropping off/picking up. It is useful when you drop off your animal to let us know if someone else will be picking up.

5. Pet behavior

We will do our best to accommodate your animal’s needs. However, we expect the client/owner to inform us of any anti-social behavior or previous problems with the animal. Little Green Farm Pet Hotel* reserves the right to refuse aggressive or non-social animals or those with special needs that we cannot accommodate.

6. Opening hours

We are open for boarders 365 days a year. Drop off and pick up of boarding animals is 8am–10 am or 4pm-6pm daily. A specific appointment is needed for a visit, pick up or drop off outside of these times.

7. Emergency contact

The client/owner needs to provide emergency contact information for the whole period of time that we are looking after their animal(s). Details are provided in a separate required information form.

8. Pricing

Prices may be subject to change but Little Green Farm Pet Hotel* will endeavor to let the client know at the time of booking (or when the pet is dropped off) about any changes. All prices are given exclusive of GST/HST.

9. Payment

Payment is due, in full, at the time of pick up of the dog or cat. GST/HST will be added to the bill. Payment is only accepted in CASH or personal CHEQUE. Photo ID may be requested for pick up of the animal and for validation of a cheque.

The client/owner states that he/she has read this entire document and understands and agrees to its terms and conditions.

Client/owner name

Client/owner signature

Date

Little Green Farm Pet Hotel*
Name

Signature

Date

*Little Green Farm Pet Hotel is a Division of LGF Holdings Ltd