



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 (text/call) or e-mail or facebook/instagram message. We will respond to messages within 24 hours. We require 48 hours notice for cancellation of bookings or a fee may be applied. 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 and liability

Little Green Farm Pet Hotel agrees to exercise due and reasonable care to keep its premises sanitary, secure and properly enclosed and to follow the animal's normal food and medication regimes as closely as possible. The client/owner understands that while every care will be given to their animals they are boarded entirely at the owner/client's own risk. Little Green Farm Pet Hotel shall not be responsible for any liability with respect to the animals boarded and cannot be held responsible for loss or injury of the animal by fire, theft, running away or death from any cause.

The Kennels reserve the right to dispose of animals not collected within 15 days of the stated departure date if no communication from the owner or the owner's agent is received and if efforts to contact the owner fails.

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 pet.

3.2 Spay/Neuter

We need to know whether your pet is spayed/neutered to manage their stay appropriately.

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 (see veterinary release form).

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 - 12 noon Monday to Friday. Please make an appointment if you wish to visit the kennels.

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).

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.

9. Payment

Payment is due, in full, at the time you pick up your pet. GST will be added to the bill. Payment is only accepted in CASH or personal CHEQUE at the time of pick up. If you wish to pay by e-transfer please arrange this in advance of pick up (to jandgfox@telus.net). 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. This agreement is in effect starting on the date below and whenever animals are cared for by The Kennels thereafter.

----- Client/owner name	----- Client/owner signature	----- Date
----- Little Green Farm Pet Hotel Name	----- Signature	----- Date

We take pictures of pets staying in the pet hotel for security reasons. Please initial if you are happy with us using these pictures for social media.
