1. Whilst all reasonable care and precaution is taken in looking after the animal/s at Durban Dog Hotel, it is distinctly understood that no liability is incurred by the proprietors in respect of any loss or damage to the animal/s through sickness, escape, or from any cause whatsoever.

2. No responsibility is taken for collars, leads, containers, bedding etc. left at the premises.

3. It remains the responsibility of the owners to examine and satisfy themselves as to the suitability of the accommodation offered and on the signing thereof agree, that they are satisfied with such conditions.

4. It is understood that only dogs that are up to date with all their vaccinations will be accepted at our facilities. Vaccinations must be done at least 2 weeks prior to check in date. Proof of such must be provided.

5. All dogs must be spayed/neutered unless by special arrangement with Proprietor.

6. All dogs must be on an ongoing tick and flea preventative program. If any signs of ticks/fleas are evident, the dog/s will be treated with Frontline Plus or any other suitable alternative. All charges will be added to the account of the owner.

7. All food and treats with full instruction are to be supplied by owner. Should the owner require the proprietor to cook food this will need to be pre-arranged at an agreed upon rate.

8. The guest will sleep on a bed or sofa at night but the owner must provide a dog bed or blanket that the guest can rest on during the day should he/she desire. Owner may bring a few dog/s toys. It is understood that the owners will take full responsibility for any damage done by their dog/s to any Durban Dog Hotel property. Replacement and/or repairs of such items are for the owners account. It is understood that the testimony of 2 witnesses at the Dog Hotel constitutes sufficient proof that the dog in question damaged the property.

9. All accommodation costs must be paid in advance, and all extra costs incurred during stay must be settled before the animal/s are to be collected by the owner.

10. Days of arrival and departure will be included in the number of accommodation days and are charged as full days. Should you pick your dog up after 5pm on the day of check-out it will be charged as an extra day.

11. Dogs that are not collected within 5 days after the agreed date of discharge may at the discretion of the Proprietors be handed to the SPCA. It is agreed that the owner shall remain liable for the normal daily rates up to the date of hand over to SPCA.
12. The accommodation of long-term borders must be paid one month in advance.

13. Owners will be contacted in the event of a medical emergency. If the owners of a sick animal could not be reached, the Proprietors will take whichever action they deem appropriate to alleviate the situation. All costs incurred will be for the owners account.

14. The choice of Veterinarian will be at sole discretion of the Proprietor should the Owner be unreachable.

15. Should a Durban Dog Hotel staff member or the two highly trained and socialized resident hotel dogs be bitten by your dog the owner of the dog will be liable for the medical account payment in full.

16. The owner agrees that by booking their pooch into the Durban Dog Hotel there is by default a non-compete clause / agreement that the concept of the Durban Dog Hotel cannot under any circumstances be replicated by the Dog Owner.

I agree to the above conditions and warrant that to my knowledge the dog/s are in a fit and healthy condition.

Name in Print : ________________________________

Signature : ________________________________

Date Signed : ________________________________