

Term and Conditions:

1. All cats must be fully immunized against:
 - 🐾 Rabies, Rhinotracheitis, Calicivirus, Panleukemia (First-time vaccinations, after booster shots, must be at least 21 days old.)
 - 🐾 ADDITIONAL RECOMMENDED VACCINES: Anti-fungal, Feline Chlamydia
2. All cats to be desexed (except for kittens). Cats must be over 4 calendar months of age to board at the resort.
3. A 50% deposit is payable for each and every animal booked to secure a booking. A deposit will only be refunded if notice of cancellation is given at least 4 weeks prior to the arrival date (aside from Christmas & Summer deposits- see #4). An administration fee will be deducted from any returned deposit.
4. Christmas & Summer (June-September) deposits for cancelled bookings, no shows or reduced stays are non-refundable or creditable.
5. Full payment and credit card details are taken on arrival.
6. No refunds or credit can be given after the animal has checked into the resort.
7. Boarding rates are charged on calendar day basis.
8. If my pet is not collected by 12 midday on the day of departure, then I will be charged for a full days boarding.
9. Any extension to the original booking dates made during my pet's stay will be charged at the cost of the next available suite. If there is no space for my pet to stay on at Urban Tails then it is my responsibility to make alternative arrangements for my pet.
10. I allow Urban Tails to take photos & videos of my pet(s) to use on their Social Media platforms & website.
11. If veterinary attention is required, I am liable for all expenses including the transport cost to the clinic. In the event of serious illness and I cannot be contacted, the veterinary surgeons decision will be final.
12. I, the pet owner, am liable for any damage to the pet's enclosure and to the beds provided by Urban Tails. Cat beds will be charged at 150Dhs.
13. I acknowledge that a 200Dhs Out of Hours fee can be charged for my pets boarding check-out/check-in outside of the specified times: 9am to 3pm (or 6pm check-out if Daycare is added)
14. Animals not collected within 7 days of the nominated date will be dealt with at Urban Tails' discretion. All monies owing, including fees and costs relating to their care, shall be payable by me forthwith after receipt of Urban Tails' advice as to the amount thereof.
15. Urban Tails Pet Resort reserve the right to refuse any animal and no reason shall be given.
16. Urban Tails Pet Resort will not be responsible for any damage or injuries caused to any of the animals staying at the resort other than as a result of the willful or negligent acts or omissions by Urban Tails Pet Resort or its employees.
17. I acknowledge that the signing of this contract shall create a lien over the animal in favor of Urban Tails Pet Resort. This lien shall continue to exist whilst monies owe pursuant to the contract.

Customer Signature:Date:

Urban Tails Staff Signature:Date: