

Term and Conditions:

- All dogs must be fully immunized against:
 -  Rabies, DHLPP/ DHLPP (First-time vaccinations must be at least 21 days old.)
 -  Canine Cough - All dogs MUST also have a separate Canine Cough vaccination against Bordatella (this vaccination must be at least 10 days old before the pet comes to the resort).
- I acknowledge that in addition to the diseases described above my dog may be exposed to other infectious diseases. However, in order for my dog to participate in daycare and/or boarding, I alone assume the responsibility of such exposure to all other infectious canine diseases.
- Spaying/ Neutering: Urban Tails reserves the right to refuse any unneutered dog older than 7 months for boarding and Daycare. Urban Tails will not board/ accept for Daycare an unneutered female dog over the age of 7 months during peak periods AND during off peak periods if she is in heat or if she is due to come into season during her stay at Urban Tails. I MUST inform Urban Tails in writing of her next season in advance of her check-in date. Failure to do so may result in the dog being denied entry or an unwanted pregnancy for which Urban Tails will not take any responsibility. A small number of unneutered males can board/ attend Daycare during peak periods at management's discretion.
- Urban Tails Pet Resort reserves the right to refuse any animal for boarding and Daycare and no reason shall be given.
- I allow Urban Tails to take photos & videos of my pet(s) to use on their Social Media platforms and website.
- A 50% deposit is payable for 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 #7). An administration fee will be deducted from any returned deposit.
- Christmas & Summer (June-September) deposits for cancelled bookings, no shows or reduced stays are non-refundable or creditable.
- Full payment and credit card details are taken on arrival. No refund or credit is given after the animal has checked in.
- Boarding rates are charged on a calendar day basis. If my pet is not collected by 12 midday on the day of departure, I will be charged for a full days boarding.
- 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.
- 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. Although Urban Tails Pet Carers diligently watch all dogs play, I am aware that given the sometimes-unpredictable nature of dogs, an interaction could take place between animals at the facility. If such an event resulted in injury to my dog, to other dogs or to other people, I alone assume responsibility for any such injury.
- 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.
- I am liable for any damage to my pet's enclosure and to the beds provided by Urban Tails. Beds will be charged at 300Dhs.
- 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 7pm check-out if Daycare is added)
- 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.
- 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 agreement.

Customer Signature:Date:

Urban Tails Staff Signature:Date: