

Terms and Conditions

At Paws Park, it is our mission to provide your Dog with a safe, fun and stimulating environment while he/she is in our care.

To achieve this, the terms and conditions below must be adhered to.

1. Definitions

- a. "Agreement" shall mean these terms and conditions;
- b. "Dog" shall mean the dog as set out in this agreement;
- c. "Client" shall mean the client as set out in this agreement.
- d. Paws Park Midstream is a duly registered South African company, registration number 2020/643157/07.

2. Liability

- a. The clients expressly acknowledge that Paws Park Midstream shall not, in any manner and in so far as the law allows, be liable for any loss, injury, and/or damages howsoever sustained by any dog and/or client and/or their property arising from any cause whatsoever, including but not limited to, any negligent act or omission of Paws Park Midstream.
- b. In the event of a medical emergency where immediate medical assistance is needed, Paws Park Midstream will engage the services of a veterinary practice; however, the fees, including costs resulting from call-out or transport, regardless of how the emergency came about, are to be paid by the client. Should Paws Park Midstream need to pay the veterinary practice, the client will be invoiced by Paws Park Midstream, and payment will be due upon presentation of the invoice.
- c. The client hereby gives Paws Park Midstream his or her express authorization to provide their personal information to the veterinary practice for purposes of payment.
- d. The client uses the services of Paws Park Midstream at his or her own risk.

3. Incidents

- a. In the event of an injury to a dog, Paws Park Midstream will complete an incident report to be kept on file for record purposes. The client herewith agrees that the incident report is in no way an admission of any kind on behalf of Paws Park Midstream.
- b. The client herewith agrees that Paws Park Midstream staff may administer first aid in an emergency.

4. Permission

- a. The client hereby consents and provides Paws Park Midstream with the express authorization to publish photographs of the dog on Paws Park Midstream social media platforms or as advertising and/or on any media platform promoting Paws Park Midstream.
- b. The photographs are the sole property of Paws Park Midstream, i.e., the intellectual property of Paws Park Midstream.



Paws Park Guidelines & Conditions for Entry

5. Payments, contracts and terms and conditions

- a. Paws Park Day Care
 - i. Day Care invoices must be paid into the Paws Park Midstream bank account on or before the first day of each month.
 - ii. Any changes to the client contract should be amended on or before the 20th day of each month to: admin@pawspark.co.za.
 - iii. The client may terminate their dog's enrolment at Paws Park Midstream Day Care by giving one calendar month's written notice.
 - iv. The client shall continue to be liable for the full fees due to Paws Park Midstream until the conclusion of the notice period.
- b. Paws Park Kennel
 - i. Payment for all Kennel Accommodations will be payable as follows:
 - Booking more than 30 days before occupation: 50% on the date of booking, the balance 30 days prior to check-in.
 - Booking within 30 days prior to check-in: full payment on the date of booking.
 - Bookings will only be confirmed upon receipt of full payment.
 - Extended stay options will be dependent on availability. You will be invoiced the first working day after you picked up your dog. This invoice is payable within 7 days of date of invoice.
 - No change of date is allowed during Midstream school holidays and/or long weekends.
 - ii. Cancellation policy for all Kennel Accommodations (all cancellations must be in writing):
 - Cancellations received 30 days or more prior to the first day of the reservation receive a 100% refund.
 - Cancellations received 21 days or more prior to the first day of the reservation receive a 75% refund.
 - Cancellations received 14 days or more prior to the first day of the reservation receive a 50% refund.
 - Cancellations made less than 14 days before check-in and/or dogs removed before the departure date will be charged for the full period.
 - No change of date is allowed during Midstream school holidays and/or long weekends.
- c. Additional costs
 - i. In the event that the client fails to submit proof of flea and tick prevention and/or deworming, Paws Park Midstream can provide treatment on arrival at an additional cost, which the client agrees to pay.
 - ii. In the event that the client fails to submit proof of vaccinations, the booking can be cancelled and payments will be forfeited.

6. Collection

- a. Paws Park Midstream Day Care undertakes to care for your dog during normal business hours, Mondays to Fridays, (excluding public holidays) from 07:00 to 18:00. The client agrees to drop off and collect the dog during these hours. A penalty fee may be charged for repeat late collection of your dog.
- b. Day Care services are not offered on weekends or public holidays.
- c. Dogs in the accommodation facilities may only be dropped off and collected between 08:00 and 16:00, 7 days a week.
- d. The dog will only be returned to someone other than the client if prior arrangements have been made. In these cases, proof of identity will be required.
- e. Should the client fail to collect their dog during the scheduled collection times for whatever reason, the client will be liable for the costs of boarding and feeding the dog from the time of scheduled collection to the time of actual collection.
- f. In the event of the dog being left at Paws Park Midstream for a period of longer than 48 (forty-eight) hours without prior arrangements being in place, the dog will be deemed abandoned, and necessary steps will be taken without any further communication with the client.





Tel: 064 650 7598
Email: info@pawspark.co.za
Website: www.pawspark.co.za

1 Midstream Ridge Drive
Midstream, 1692
Reg No. 2020/643157/07
Paws Park Midstream (Pty) Ltd

7. Undertakings by the client

- a. All dogs will be screened for compatibility (it is expected that all daycare applicants must book an appointment with the office for screening). No aggressive dogs or dogs that show inappropriate social behaviour (constant barking, jumping fences, constant mounting) can be accepted.
- b. All dogs over the age of 6 (six) months must be sterilised (exceptions are to be requested in writing and may be granted at the sole discretion of Paws Park Midstream).
- c. For the protection of all dogs, no dog on heat will be allowed entry to the park.
- d. For the safety of puppies, no puppy younger than 3 (three) months will be accepted.
- e. Paws Park Midstream reserves the right to remove any dog from the premises at any time due to aggression, illness, parasites, inappropriate social behaviour, or any harm afflicted by the specific dog.
- f. The client will notify Paws Park Midstream of any infection and/or contagious disease or condition that the dog has been exposed to or is affected by.
- g. The client will supply proof of vaccinations, tick and flea treatment, and/or deworming when requested.
- h. The client will supply all food and medication (if required) for dogs in the kennel accommodation facilities. The client herewith authorises Paws Park Midstream to buy Montego Karoo Dog food or similar; should there not be sufficient food supplied by the client, this will be for the client's account.
- i. The client undertakes to ensure that the dog has been chipped and registered accordingly.

8. General

- a. To the extent that any provision or part of this agreement is found to be unenforceable, such unenforceability or invalidity of any provision or part of this agreement will not affect the remaining provisions contained herein, and such remaining provisions shall remain in full force and effect.
- b. No alteration, variation, or cancellation by agreement of, addition or amendment to, or deletion from this agreement shall be of any force or effect unless in writing and signed by both parties.

I herewith confirm that I have read and accepted all terms and conditions.

Clients name	
Client signature	
Date	

