



Please give your completed & signed forms to me at our first meet and greet or email it to:
info@JohnsPamperedPets.com

TERMS & CONDITIONS

- Services can be provided between the hours of 9: 30 am and 5:30 pm, Monday to Saturday excluding public holidays or unless by special arrangement (Sundays, after-hours, etc.)
- You will provide your dog's usual collar, lead, food, treats, bowls, access to water, toys
- If we are unable to contact you or your emergency contact while your pet is in our care, we reserve the right to consult a vet and make a decision that is in your pet's best interest
- Cancellation of any service must be made 24 hours before the service is due to start or full payment will be charged to you
- If we have to cancel due to any unforeseen circumstances, such as illness, we will endeavour to give you as much notice as possible
- Notice of our holidays will be given well in advance allowing you to make other arrangements
- If you will not be at home when we collect your dog, we will be happy to look after a key or collect it from a neighbour
- John's Pampered Pets is not held responsible if your dog gets out of your garden, in the case of the garden not having been made secure by the owner

PAYMENT

- All ad hoc bookings must be paid by credit or debit (in-store only) or in cash, on collection of your dog
- Regular customers will be invoiced weekly; payment is by credit or debit (in-store only) or by cash or e-transfer to info@JohnsPamperedPets.com
- Prompt payment is gratefully received

HOLD HARMLESS AGREEMENT

Dog's Name

By signing this form, you shall agree not to hold John's Pampered Pets, its owner, employees, or any other persons affiliated with John's Pampered Pets liable for any injuries or illness to your dog (*name above*) while in the care of John's Pampered Pets.

Although John's Pampered Pets watches its dogs carefully and does not accept aggressive dogs, certain unexpected hazards may exist. John's Pampered Pets will make efforts to notify you immediately should signs of serious injury or illness appear. If emergency care is required, John's Pampered Pets reserves the right to use the services of any duly licensed veterinarian. The owner shall pay any expenses incurred.

I agree to John's Pampered Pets terms and conditions.

Owner's signature: _____ Date: _____

Owner's name

Thank You!