



## BOARDING PREPARATION

# CHECKLIST & POLICIES

Please complete this checklist before bringing your pet to us. It helps us provide safe, consistent and individual care.

## What you will need before Check-In / Boarding

- ☐ Come for an individual test trial (1-2 hours). Meet our Staff and greet the other dogs. We will show you Doggy Paradise and answer your questions.
- ☐ Before the stay, we will discuss your pets individual care requirements.
- ☐ Bring the original vaccination certificate, every time you board your pet.
- ☐ Leave a copy of your (owner) passport. Sign the Terms and Conditions of DOGGY CAT PARADISE. (separate file to download)
- ☐ Provide enough medication for the entire stay plus a small reserve in case your return is delayed. Label all medication and explain exactly how and when it must be administered, what it is for and which symptoms we should monitor. Medical administration is charged at THB 100 per day.
- ☐ Provide the full information of your veterinarian in case routine or emergency treatment is required.
- ☐ Pay the required deposit in cash preferably, or QR, bank transfer.
- ☐ Sign the Terms and Conditions of DOGGY CAT PARADISE. (separate file to download)

## What to Bring

- ☐ Bring enough food for the entire stay and a bit extra for unplanned longer stays. We provide bowls.
- ☐ We can store fresh food in the freezer if you feed raw or home cooked food.
- ☐ We provide bedding. If your pet prefers its own familiar bedding, you are welcome to bring it.
- ☐ Collar and harness.
- ☐ Treats or snacks — please do not bring rawhide products.
- ☐ Anything else that helps your pet feel comfortable and secure.

## Boarding and Appointments

Please always make an appointment. Inform about arrival time and departure time at the same time.

Check-in is from 08:30. All pets must be collected no later than 17:00. (We have early and late checkouts)

Drop-offs can be arranged for the previous evening, no later than 18:00.  
One overnight stay will be charged.

First-time boarding customers must pay a deposit of 50% of the total booking amount to secure the requested dates.

## Payment for Services

We accept cash, bank transfer or QR payment. Bangkok Bank account: 419-7-13400-2.

## Cancellation and Refunds

Payment is due when the service is provided. If you cancel within 24 hours before the service begins, we reserve the right to charge 100% of the first scheduled day or visit.

## Returning Home Early

If you return early and notify us at least 24 hours in advance, the unused boarding days will be credited towards future bookings and services.

## Veterinary and Emergency Transport

If your pet requires an emergency or scheduled veterinary visit and you need our assistance, a transport fee will be charged.

Up to 10 km: THB 400 each way.

Up to 20 km: THB 600 each way.

More than 20 km and up to a maximum of 30 km: THB 800 each way.

"Each way" means that the outward and return journeys are charged separately.

## Aggressive Animals and Safety

We do not accept animals that display aggressive behaviour. If your animal has bitten a person or another animal in the past, or shows aggression, please make alternative arrangements.

For safety reasons, we reserve the right to refuse individual animals or breeds if their behaviour or disposition presents an unacceptable risk to other animals or our team.

Animals that have not been spayed or castrated may need to be kept separately from other guests.

## Important Confirmation

Please inform us immediately if any of the information supplied before the stay changes. A booking is binding only after our personal confirmation.