



DOGGY CAT PARADISE CO., LTD.

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PET BOARDING AGREEMENT

GENERAL TERMS & CONDITIONS

We are committed to ensure that your dog or cat is cared for in accordance with your wishes, as far as reasonably possible, during its stay with us. By entrusting your dog or cat to the care of DOGGY CAT PARADISE, you confirm your acceptance of these General Terms and Conditions.

Please make an appointment for an introductory visit or trial stay. We will be pleased to explain our daily routines and discuss all relevant details with you. You are welcome to visit DOGGY CAT PARADISE during opening hours.

For security reasons, entry to the cattery is strictly prohibited unless a staff member is present.

Trial Stay for Dogs

Before any stay, your dog should have the opportunity to become familiar with DOGGY CAT PARADISE and its staff. We therefore offer a free trial stay of 1-2 hours. This initial visit enables both parties to determine whether boarding is suitable. It also allows your dog to learn that a stay with us is temporary and that it will be collected again. We do not board aggressive animals that cannot be safely handled by our staff or that show aggression towards other dogs.

Reservations and Communication

Reservations are binding. If you require accommodation at short notice or in an emergency, please contact us.

Subject to availability, we will do our best to accommodate. To check availability or make a booking, contact us by telephone +66 (0) 62 620 4416, via WhatsApp, or via LINE (doggyparadise). During your pet's stay, we provide daily photo or video updates and will communicate with you whenever necessary.

Payment Conditions

Upon arrival, first-time customers and customers booking a stay of one week or longer are required to pay a deposit of at least 50% of the total amount in cash or by bank transfer (QR). The remaining balance is payable on the collection date (day of departure).

Bank transfer: Bangkok Bank | Account number 419-7-13400-2 | Account holder: Natalie Audry Stangl. If you make a bank transfer, please notify us at the same time per Whatsapp or LINE.

Please notify us immediately if you need to extend or shorten your pet's stay.

Transport / Pick-Up and Delivery Service

Upon request and subject to availability, we will provide an individual price calculation.

Cancellation / Early Pick-Up

The deposit may be refunded in full if the cancellation is made at least three days before the planned arrival date. Same-day or last-minute changes to the pick-up time will be charged as originally booked, with any additional time added if it exceeds half a day.

Pet Abandonment

Pet abandonment is a criminal offence in Thailand under the [Prevention of Animal Cruelty and Provision of Animal Welfare Act](#), B.E. 2557 (2014).

Dogs and cats will be considered abandoned if they are not collected at the agreed time and you have not contacted us to make new arrangements. We will press charges and pursue all available legal remedies against the owner, who will remain liable for all costs incurred throughout the process.

Requirements

We require that dogs and cats be vaccinated as advised by their veterinarian. Pets should be treated against ticks, fleas and worms. Please bring the original vaccination certificate with you at every check in. We also require a copy of the pet owners national or international passport.

Feeding

The fixed daily rate does not include food. It is best for your dog or cat to continue eating the food to which it is accustomed. Please bring enough food for the entire stay, plus an extra supply for 2-3 days. We can store fresh homemade food in the freezer. If your pet requires medication, please bring enough for the entire stay, plus some extra. All medication must be labelled with the pet's name and include clear instructions.

Illness, Injury, Accident, Hygiene and Care

The pet owner agrees that their pet may move freely throughout the grounds of DOGGY CAT PARADISE. However, DOGGY CAT PARADISE is not liable for injuries that may occur or arise from disputes with other animals.

The pet owner is liable for any damage caused by their pet to persons or property on the premises of DOGGY CAT PARADISE.

We cannot be held responsible for damage or loss of items brought to the premises.

If the dog or cat shows signs of illness, injury or poor hygiene, DOGGY CAT PARADISE is authorised to consult a veterinarian or other suitable specialist; the resulting treatment costs shall be paid by the owner directly to the Vet or cash to Doggy Paradise. With your permission, which we will request, minor injuries or discomfort may be treated on site using natural remedies. Owners of older dogs should inform us in advance of the procedure they would like us to follow in the event of sudden death.

If a pet introduces a disease, the pet owner shall bear the costs of treating other animals and any resulting loss of income or other costs.

If, despite our utmost care, your dog or cat escapes and causes damage to persons, property or itself, the resulting costs shall be borne by the pet owner.

DOGGY CAT PARADISE is not liable for the loss of an animal where no fault is attributable to us.

Females in Heat

Unspayed females will not be accepted while in heat. If a female comes into heat during the stay, a daily surcharge will apply for the additional care required, and the female must be collected as soon as possible. If despite all reasonable efforts, a female becomes pregnant, DOGGY CAT PARADISE accepts no responsibility.

Optional comfort item

You may bring a familiar blanket or T-shirt used by your dog or cat so that we can make your pet's bed as comfortable and familiar as possible.

Acceptance and Signature

As the owner or authorised keeper of the dog or cat named below, I confirm that I have read and understood these General Terms and Conditions.

☐ I accept the General Terms & Conditions.

Pet 1 – Pet's Name: ☐ Dog ☐ Cat

Pet 2 – Pet's Name: ☐ Dog ☐ Cat

Pet 3 – Pet's Name: ☐ Dog ☐ Cat

Name of owner

Date

Signature