

### **Rules of Procedure Cat**

Art. 1 The manager of the kennel reserves the right to refuse a cat (aggressive animals, sick animals, etc.), as well as non-compliance with one or more of the terms of the articles below.

Art. 2 **The health record is mandatory** for the cat to enter the boarding house, it will remain there during the stay.

Art. 3 The owner of the cat is free to bring a blanket, a basket and some toys for the comfort of his animal, however these objects are not guaranteed against the deterioration they may suffer.

Art. 4 **The animal must have been vaccinated** for more than 15 days and less than one year against the following diseases:

1) Typhus 2) Coryza 3) Leucosis

**Any missing vaccinations will result in the pet being refused boarding and your deposit will be forfeited.**

Art. 5 **Remember to deworm** your cat 8 days before its arrival, please put on flea and tick repellent because in the event that an infestation is detected during the stay, the boarding house reserves the right to treat the animal. The supplies and service will be invoiced in addition and paid on the day of the animal's departure.

Art. 6 All animals must be tattooed or identified by microchip

Art. 7 In the event of illness or accident, we undertake to have the animal treated by the veterinarians of the boarding house: Clinique vétérinaire du centre 15 rue Jean COURTOIS –72400 LA FERTE BERNARD - 02 43 93 00 18. Veterinary costs will be borne by the owner and the invoice will be paid on the day of the animal's departure

Art. 8 The pension cannot be held liable for illness or injury that is not at fault with the pension.

Art. 9 The customer undertakes to inform us in the contract of the risks that their animal may present (character, physiology and state of health)

We do not accept any responsibility in the event of death. In the event of the death of the cat, with your agreement, an autopsy will be carried out to determine the causes of death. A report will be drawn up by the veterinarian and a certificate will be issued to you, at your expense


Art. 10 The veterinary treatments to be administered must be accompanied by a photocopy of the prescription and provide a sufficient quantity for the duration of the stay. In the absence of a prescription, no medication will be accepted and administered.

Art. 11 All residents are entitled to an individual closed box equipped with a basket. He receives unlimited water daily and the food ration in the form of quality kibble (food is included in the amount of the Board). In case of a different wish, the owner must provide the food in sufficient quantity for the duration of the stay. The daily rate will not be reduced.

Art. 12 Supplements may be charged to the owner of the animal (transport, care, etc.), the invoice will be paid on the day of the animal's departure

Art. 13 An animal is considered to have been abandoned by its owner: If he has not been removed from the boarding house 5 days after the scheduled departure date and without news from the owner. In the case of abandonment, a complaint will be filed with the gendarmerie and the boarding house will be able to dispose of it freely.

Art. 14 Arrivals and departures are by **appointment**, as well as visits and according to the availability of the owner of the guesthouse. Opening hours on our website:

[pensiont2bonpoil.com](http://pensiont2bonpoil.com)  We are closed on Thursday afternoons

Art. 15 The day of arrival will be charged regardless of the time of the cat's drop-off, but the day of departure is not charged if you pick it up before 11:45 am.

Art. 16 **For the summer holidays**, from July 1st to August 31st, the pension will not take bookings of less than 5 full days (arrival morning or afternoon / departure minimum in the afternoon of the fifth day)

Art. 17 If the owner wishes to reduce the duration of the stay, initially defined in the contract, he cannot claim reimbursement of the lost days under any circumstances, regardless of the notice period.

Art. 18 All reservations must be made on the Pension's website. Then you must wait for a positive response from the Board, and finally make us the 30% deposit requested to finalize the reservation within 8 days of this request. After this period, the place becomes free again for another. The balance must be paid in full on the day of the animal's release, either in cash, cheque or credit card, **no transfer**. In the absence of payment, it is understood that the establishment would exercise its right of retention with regard to the animal, until final payment. The additional days of detention will be added to the invoice, with an increase of €5 on the daily rate.

Art. 19 Cancellation of this reservation:

**No** refunds will be given, except in the following cases:

Exceptional cases of full refund of the deposit: death of the animal (with proof).

Art. 20 When a dog is taken out, any dispute about its condition must be established and recorded by the boarding veterinarian within 48 hours.

Art. 21 For any dispute, the competent court shall be the one (Le Mans) to which the registered office of the pension belongs.

Art. 22 **Obligation to put your cat in a transport box when getting out of the vehicle.**