



WELCOME NOTE

Meet & greet: should be done with appointment only. We restricted **max 2 people** coming for a meet & greet from one family and preferably no kids under 10 years old.

Please note, the dogs are roaming around free at our place and we appreciate if you can control your kids around the dogs.

Deposit: After the meet & greet or place the booking dates, please kindly settle the deposit within 48 hrs to lock the dates. No deposit, no lock dates, and we will open the space for our waiting lists.

Bookings will be taken upon payment of a \$50.00 or 20% of the total boarding fee (whichever is greater) as a non-refundable deposit and the remainder prior to arrival in the first day of their stay. However, any bookings less than 5 days, we require full payment to book the spot.

We require for the deposit to be finalised latest 2 days after the meet & greet (for new clients) or refer to our email regarding due deposit. Kindly understand that we couldn't:

- hold the spaces without deposit
- roll-over the deposit to the future stay

For school holidays (Incl Christmas/NY) – Non-refundable deposit required is 50% of the total boarding fee.

** All school holiday period : MINIMUM booking of 6 calendar days.

** For Dec/Jan bookings, we don't accept any bookings earlier than 1st July unless the client is willing to finalise the payment in full.

Cancellation:

HOP House of Paws has a limited number of spaces available, due to this:

- deposit made is non-refundable
- any cancellation/shortening period of your booking **within or less than 30 days from the boarding date (and 60 days for school holiday), we still required a full payment as per your booking.** No cancellation/ shortening period is allowed for Dec/Jan bookings.

Payment: For boarding, we accept cash or bank transfer. All payment have to be finalized prior to drop day (for bank transfer) or on drop day (for cash). For daycare, we only accept cash on the drop/pick up within same day.

Rates: Our boarding fee structure is not "per night" charge, but "per calendar day" charge. Daily fee applies from the day you drop your dog, with no charge on the day of departure **if you pick up on or before 10:00am**

Hours: Our standard hours are between 8.00 am and 5.00 pm Monday to Friday, 9.00am to 4.00pm Saturday. NO daycare on Monday & Thursday. Earliest drop is 8.00 am, and latest drop is 10.00am.

Check-in/out: We are working in tight schedule, so please be on-time for drop and pick up as per discussed. If you think you'll be late, please kindly notify us ASAP before your drop/pick up time. **We also do our check-in/out in our front porch and we won't provide any access to go to the house again.** House visit considered already done during meet & greet.

Walking: Daily morning walk is included in our daycare/boarding service. The walk is a GROUP walk, so we have the right to cease your dog's walking if we feel it's a risk for the dog itself and for us (pulling horrendously, trying to get off from the harness/collar). We couldn't accommodate separate walking for your dog.

Vaccinations: Every dog MUST have a current vaccination prior to checking-in. Dogs that have not been vaccinated for more than 12 months must be vaccinated no less than ten (10) days before checking-in for boarding and day-care. You need to present vaccination certificate to us prior to check-in.

Flea and Worm Treatments: Dogs must have had recent flea and worm treatment not more than 1 month prior to check. Any dogs that are found to have fleas or worms will receive immediate treatment at the cost of the owner.

Desexed: All dogs over the age of 6 months old should be desexed. We can accommodate un-desexed puppy under 6 months old on case to case basis (condition permitted). However, we couldn't accommodate un-desexed dog in peak/busy periods.

Health Care: The health and safety of your dog is important to us, therefore if your dog becomes sick or is injured during their stay, we will seek Veterinary treatment. All veterinary bills will be required to be paid by the dog's owner latest within 7 days of the initial incident. Please refer more detail in our Veterinary Instructions and Release Form.

General: We reserve the right to refuse admittance to any dog(s) who does not have proof of vaccination, displays signs of having a contagious condition, demonstrates aggressive behaviour, marking behaviour, and excessive barking.

Thank you for your interest to put your dog into our care. Please feel free to reach out if you have any other questions.