



By confirming a booking with COOPERS it is understood that you agree to our TERMS AND CONDITIONS, LIABILITY WAIVER, AND PROPERTY DISCLAIMER as set out below;

LIABILITY WAIVER

While all reasonable care and precautions are taken to ensure your pet receives the best care during its stay and to keep its belongings safe, you distinctly agree that COOPERS and owner, director, employees, suppliers, partners, representatives, or client of COOPERS cannot be held liable for any death, illness, injury, loss of any pet or person or damage or loss of any property or belongings.

TERMS AND CONDITIONS

- Only pets that meet our admission requirements will be accommodated in our facilities.
- Sick and injured pets are best cared for at home or by a veterinarian. COOPERS reserves the right to cancel any booking if the pet is deemed unhealthy for our environment on the day of check-in. Any medical condition must be declared to COOPERS before check-in.
- COOPERS staff are equipped to care for some special needs and/or administer basic or chronic medication. All medication must be marked and explained at check-in.

BOOKINGS

Send completed registration & booking forms to bookings@cooperspets.co.za or whatsapp to +27 073 991 3585 .

Once your request has been processed, you will receive a booking confirmation containing an invoice via email.

We require a 50% deposit of the total amount payable within 48 hours of booking confirmation to secure your booking.

PAYMENTS

Payments can be made by electronic transfer to the following account:

MIKLIAM PROPERTIES:

ACCOUNT NAME:	MIKLIAM PROPERTIES (t/a COOPERS)
	ABSA BANK
ACCOUNT NUMBER:	4114 2288 97
BRANCH CODE:	632005

Reference Number: Pet Name & Owner Surname



BOOKING CANCELLATIONS

Booking cancellations must be received at least 48 hours before check-in for the possibility of a refund. Irrespective, deposits are refundable at the discretion of COOPERS only.



EARLY COLLECTION

If you collect your pet/s earlier than the dates originally booked, please be aware that no refunds will be given for the period of early collection.

EXTENSION OF STAY

Should you wish to extend the period for which your pets will stay at COOPERS, prior and reasonable written notice must be e-mailed to COOPERS at bookings@coopershovel.co.za. Or whatsapp us on 073 991 3585. The extension will also be determined by available space at Coopers at that time.

Should Coopers accept the extension, then you agree to pay for all the additional days that the pet stays at COOPERS at the time of approval of this request.

VETERINARIAN

Should COOPERS deem it so necessary, they have the client's permission to take the pet to the preferred veterinarian -

In the event of a medical emergency involving your pet while in our care, we will make every effort to contact you or your designated emergency contact immediately. However, if we are unable to reach you or your emergency contact immediate veterinary care is deemed necessary by our staff

BOSKRUIIN VETERINARY CLINIC:

760 Kowie Road, Boskruin, Randburg, Gauteng.

+27 11 792 0482

+27 82 853 4004

vet@boskruinvet.co.za

The client agrees that they will be fully liable for any accounts from their Veterinarian or other Veterinarian as the case may be, who treats their pet and will pay such upon request by either COOPERS or Veterinarian concerned.

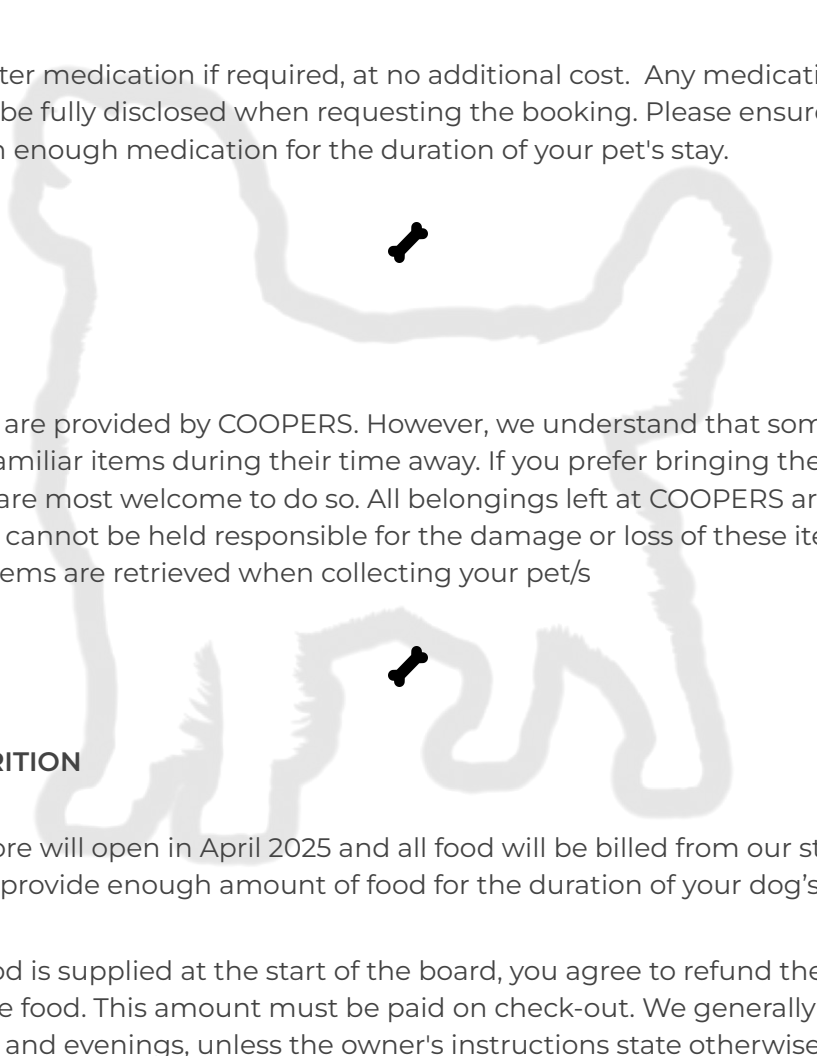
The client further indemnifies Coopers from any action that is instituted against Coopers as a result of the client's failure to pay such account(s).

The vaccines that we require are the following:

- COOPERS requires dogs to be free of any contagious disease or condition and the following vaccinations or treatments must be done before check-in;
 - 5-in-1 vaccination at least 10 days before check-in, valid for 12 months
 - Rabies vaccination at least 10 days before check-in, valid for 12 months
 - Kennel cough vaccination/treatment at least 10 days before check-in, valid for 12 months.
 - Tick, flea and deworm treatment at least 48 hours before check-in valid for three months.

We require these vaccinations to be current within the last 12 months to ensure maximum protection. These are all part of the annual vaccinations. We also request that all our guests be up to date with an effective flea and tick treatment.

- COOPERS requires dogs to be free of any contagious disease or condition and the following vaccinations or treatments must be done before check-in;
 - 5-in-1 vaccination at least 10 days before check-in, valid for 12 months
 - Rabies vaccination at least 10 days before check-in, valid for 12 months
 - Kennel cough vaccination/treatment at least 10 days before check-in, valid for 12 months.
 - Tick, flea and deworm treatment at least 48 hours before check-in valid for three months.
- COOPERS requires cats to be free of any contagious disease or condition and the following vaccinations and treatments must be done before check-in:
 - 3-in-1 vaccination at least 10 days before check-in, valid for 12 months
 - Rabies vaccination at least 10 days before check-in, valid for 12 months
 - Snuffles vaccination/treatment at least 10 days before check-in, valid for 12 months
 - Flea, tick, and deworm treatment at least 48 hours before check-in, valid for 3 months.
- COOPERS requires all pets older than 6 months to be sterilized.
- New clients are required to complete a registration form that captures all your pet's information.
- COOPERS Dog Hotel & daycare is a cage-free environment. Your dog will interact with other dogs while in our care. Although we take all reasonable measures to prevent any sickness or diseases from spreading and prevent violent, aggressive behaviour between dogs.
- You agree that COOPERS and/or owners or employees cannot be held liable for any injury, illness, or death as a result of this.
- You agree that should your pet's behavior become uncontrollable, destructive, or unreasonable, you will be requested to collect your pet within 24 hours. If this is not possible COOPERS reserves the right to transfer your pet to a partner boarding kennel with a caged environment or to a veterinarian. All costs in this regard will be the liability of the owner.



It is the owners' responsibility to declare any history of veterinary or behavioral problems that could reoccur while staying with us and to draw attention to any potential problems, phobias (or vices!) their pets may have. The more we know about your pet, the more settled we can make them. If your pet has a medical condition of any sort we must be notified at the time of booking.

MEDICATION

We can administer medication if required, at no additional cost. Any medication required for your pet/s must be fully disclosed when requesting the booking. Please ensure you have provided us with enough medication for the duration of your pet's stay.

BELONGINGS

Bowls and Beds are provided by COOPERS. However, we understand that some pets enjoy the comfort of familiar items during their time away. If you prefer bringing their own bed and or blankets you are most welcome to do so. All belongings left at COOPERS are left at the owner's risk. We cannot be held responsible for the damage or loss of these items. Please ensure that all items are retrieved when collecting your pet/s

DIET AND NUTRITION

Coopers Pets store will open in April 2025 and all food will be billed from our store. Until then we ask that you provide enough amount of food for the duration of your dog's stay.

If insufficient food is supplied at the start of the board, you agree to refund the costs incurred purchasing more food. This amount must be paid on check-out. We generally feed our guests in the mornings and evenings, unless the owner's instructions state otherwise on their Booking Form.



ABANDONMENT

Should the pet be left at COOPERS after the pet has been booked out and a period of 8 days has lapsed, the client gives permission and authority to COOPERS to re-home the pet or to hand the pet over to the SPCA as COOPERS in its sole discretion can decide.

The client further agrees and acknowledges that, until the pet is re-homed and/or handed over to the SPCA, they will be fully liable to pay the daily rate and for all other costs as specified in this agreement.



The client acknowledges and understands that disclosure or non-disclosure of the aforesaid information will have a material impact on COOPERS ability to look after their pet.

To confirm your booking, the deposit is required within 12 hours or less of making a booking. If this is not received, the booking will automatically be canceled. The deposit is non-refundable and non-transferable. Your pet is not booked in until we have received your fully completed form & your deposit.

BOARDING IS AT OWNER'S RISK

All pets are boarded at the pet owners' risk. While all precautions and care are taken, we are not liable for escaped pets, accidental injury, sickness, or death while in time of care



PETS ARRIVAL

All cats must be brought in a suitable pet carrier. We do not accept picnic baskets or your pet carried out of your vehicle in your arms. We will not be held liable or accountable if your pet is spooked and decides to leap out of your hands. Please use a proper vet-approved or pet shop-approved carrier.

All dogs must be on a leash and harness or collar. Coopers staff will remove the leash once the dog is inside Coopers play area.



PROPERTY DISCLAIMER

- All persons entering our premises or using any facilities do so entirely at their own risk
- These premises are private property and the owner, manager, and/or operator of these premises reserves the right to refuse admission or entry to any person.

