

**Article 1: Right to Refuse Admission** The management of the boarding house expressly reserves the right to refuse the admission of any dog exhibiting aggressive behaviour, a state of illness, a state of health deemed incompatible with life in a boarding facility or likely to present a risk to the smooth running of the boarding stay, as well as any dog whose owner does not comply with all the provisions of these internal regulations. The owner undertakes to inform the boarding facility, in a complete and prior manner, of any particular risk related to the character, state of health or physical specificities of his animal. The boarding house remains the sole judge of whether or not to take the animal.

**Article 2: Health Record and Mandatory Documents** The admission of the dog is subject to the prior submission of its health record, which will be kept by the boarding facility for the duration of the stay. For dogs falling under categories 1 and 2 within the meaning of the legislation in force, the owner must provide a copy of the certificate of civil liability insurance as well as the declaration to the town hall.

**Article 3: Personal Belongings** The owner is allowed to leave a blanket and toys for the comfort of his pet. However, the boarding facility declines all responsibility in the event of loss, deterioration or ingestion of these personal belongings by the animal.

**Article 4: Compulsory vaccinations** Admission is conditional on the presentation of an up-to-date vaccination record, attesting that the dog has been vaccinated for more than fifteen days and less than one year against distemper, Rubarth's hepatitis, parvovirus, leptospirosis, **as well as against kennel cough (PB/Pi Pneumodog or Novibac KC nasally)**. For puppies, the Primo plus booster must be done. Vaccination against rabies is not required. Any failure to comply with these obligations or failure to comply with the deadlines will result in the refusal of admission without refund of the deposit.

**Article 5: Antiparasitic and Deworming treatments** The owner undertakes to ensure that the dewormer of his dog is up to date when he enters the boarding facility and to renew the treatment after the stay. Flea and tick treatment is mandatory. In the event of an infestation observed during the stay, the boarding facility will treat the animal, the costs being borne by the owner and payable when the animal leaves.

**Article 6: Identification** All animals must be identified by tattoo or electronic chip, in accordance with the regulations in force.

**Article 7: Veterinary Care** In the event of illness or accident occurring during the stay, the boarding house will call on its referring veterinarian (Clinique vétérinaire du centre, 15 rue Jean COURTOIS – 72400 LA FERTE BERNARD). The costs incurred will be fully borne by the owner and must be paid when the animal is taken out.

**Article 8: Health Liability** The pension cannot be held responsible for any illness or injury that occurs during the stay, except in the event of proven fault on its part.

**Article 9: Information on the death of the animal** The pension declines all responsibility in the event of the death of the animal. At the request of the owner, an autopsy may be carried out by the boarding school veterinarian, whose report and

certificate will be communicated, the related costs remaining at the expense of the owner.

**Article 10: Medical treatment** Any medical treatment in progress must be reported to the boarding house, accompanied by a copy of the prescription and the necessary quantity of medication for the duration of the stay. No medication will be administered without a written veterinary prescription.

**Article 11: Accommodation and Feeding** Each resident animal is individually housed in a closed box, equipped with a basket or a kennel. The establishment provides unlimited water daily as well as quality food in the form of kibble, included in the price of the board. In case of preference for another food, the owner must provide it in sufficient quantity for the total duration of the stay, without affecting the daily rate.

**Article 12: Additional Charges** Additional charges may be applied for specific services, such as transport (0.80cts/Km) and/or veterinary care. The full invoice must be paid on the day of the animal's departure.

**Article 13: Abandonment** In the absence of news from the owner and in the absence of recovery of the animal within five (5) days of the scheduled departure date, the animal will be considered abandoned. In this case, the boarding house reserves the right to file a complaint with the competent authorities and to dispose of the animal freely.

**Article 14: Arrivals, Departures and Visits** Arrivals and departures are by appointment only. Visits are subject to the availability of the establishment. The timetables can be consulted on the website: [pensiont2bonpoil.com](http://pensiont2bonpoil.com). **The establishment is closed on Thursdays.**

**Article 15: Invoicing of Days** The day of arrival is invoiced in full, regardless of the time of the animal's drop-off. The departure day is not charged if the collection of the animal takes place before 11:45 am.

**Article 16: Reservations during the Summer Period** During the period from July 1st to August 31st, no reservation of less than five (5) full days will be accepted. Arrival can be in the morning or afternoon; The start can only take place at the earliest in the afternoon of the fifth day.

**Article 17: Modification of the Duration of the Stay** In the event of a reduction in the duration of the stay initially planned, no refund will be made for the unused days, regardless of the notice period.

**Article 18: Booking and Payment** All bookings must be made via the establishment's website. After acceptance, a quote will be sent by email; in case of refusal, a notification will be sent by SMS. The reservation will only be definitively validated upon receipt of a deposit of 30% within eight (8) days, the payment of the deposit implies full acceptance of the quote.

After this period, the place will be made available again. The balance is due on the day of the animal's departure, payable in cash, cheque or credit card (transfers are not accepted).

Please note that if full payment is made instead of the original deposit, no refund will be given in the event of cancellation.

For any reservation made less than 8 days before the stay, the deposit must be paid within 24 hours to confirm the reservation.

For organizational reasons, day reservations must be paid in full in advance.

In the event of non-payment, the establishment reserves the right to keep the animal until full payment has been made. Any additional days will be charged with a surcharge of five (5) euros per day on top of the regular rate, which also applies to any unauthorized overage.

**Article 19: Cancellation of Booking** No refund will be granted in the event of cancellation, except in the event of the death of the animal (on presentation of proof), in which case the deposit will be fully refunded. In the event of partial cancellation of a reservation involving several animals, and except in the event of death, a penalty will be applied, for each cancelled animal, corresponding to fifty percent (50%) of the total amount of the stay originally planned for the animal concerned.

**Article 20: Disputes on Discharge** Any complaint relating to the condition of the animal at the time of departure must be noted by the establishment's veterinarian within forty-eight (48) hours.

**Article 21: Competent Court** For any dispute relating to the execution or interpretation of these rules, the competent court will be that of Le Mans, the registered office of the pension.

**Article 22: Safety instructions on arrival** On arrival, the owner must keep his pet on a leash as soon as he gets off the vehicle and wait in the car park. The owner remains responsible for his animal as long as it is present on the premises.

#### **Article 23 – Fees**

- For a dog: 17 €
- For two dogs: €32.50
- For a cat: €11.50
- For two cats: €21.50

The rates mentioned in the previous paragraphs are per booking day.