

Internal rules – Pension T'2 Bon Poil

Update 14/08/2026

Article 1 – Admission

The boarding house reserves the right to refuse any dog exhibiting aggressive behavior, a health problem incompatible with life in a boarding facility or that may compromise the safety and smooth running of the stay. The owner must report any behavioral, health or physical problems of his pet before the stay. Failure to comply with these rules may result in a refusal of admission.

Article 2 – Documents and identification

The animal's health record must be handed over to the boarding facility and will be kept during the stay. Category 1 and 2 dogs must have the mandatory documents provided for by the regulations. All animals must be identified by tattoo or microchip.

Article 3 – Vaccinations and anti-parasitic treatments

Vaccinations against distemper, Rubarth's hepatitis, parvovirus, leptospirosis and kennel cough are mandatory and must be up to date. The vaccine must have been vaccinated more than 15 days ago and less than a year ago. For puppies, the primary vaccination and booster must be carried out. Vaccination against rabies is not required. Any failure to comply with these obligations will result in the refusal of admission without refund of the deposit. The dog must also be up to date with deworming and treated against fleas and ticks. In the event of an infestation during the stay, the boarding house may treat the animal at the owner's expense.

Article 4 – Health and veterinary care

In the event of illness or accident during the stay, the boarding house may call on its referring veterinarian: Clinique vétérinaire du centre, 15 rue Jean Courtois – 72400 La Ferté-Bernard. Veterinary fees are the responsibility of the owner and must be paid when the animal leaves. 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. In the event of death, an autopsy may be carried out at the request of the owner by the boarding house's veterinarian. The costs will be borne by the owner.

Article 5 – Medical treatment

Any ongoing treatment must be reported to the pension. The owner must provide the veterinary prescription as well as the sufficient quantity of medication for the entire duration of the stay. No medication will be administered without a written veterinary prescription.

Article 6 – Accommodation, food and personal effects

Each animal benefits from individual accommodation in a closed box with basket or kennel, unlimited water and kibble provided by the boardinghouse. The owner can provide his own food in sufficient quantities, without any reduction in the daily rate. A blanket and toys can be left for the animal. The pension declines all responsibility in the event of loss, deterioration or ingestion of these objects.

Article 7 – Arrivals, departures and security

Arrivals and departures are by appointment only. Visits are possible depending on the availability of the pension. The timetables are indicated on the establishment's website. The boarding house is closed on Thursdays. When he arrives, the owner must keep his dog on a leash as soon as he gets out of the vehicle and wait in the car park. He remains responsible for his animal as long as he is present on the premises.

Geolocation devices (AirTag, SmartTag, Tile, etc.): for reasons of security, confidentiality and in order to preserve the privacy of staff, other customers and the movements made in the context of the care of animals, any geolocation device must be removed before or when the animal arrives.

Article 8 – Duration of stay and invoicing

The full day of arrival is charged, regardless of the time of arrival. The departure day is not charged when the animal is picked up before 11:45 am. From July 1st to August 31st, bookings must be for at least 5 full days. The start can take place at the earliest in the afternoon of the fifth day. In the event of a reduction in the stay initially booked, the unused days will not be refunded.

Article 9 – Booking and payment

Reservations are made via the guesthouse's website. After acceptance, a quote is sent by email. The booking is confirmed after receipt of a 30% deposit within 8 days. After this period, the place can be made available again. For a reservation made less than 8 days before the stay, the deposit must be paid within 24 hours. Day reservations must be paid in full in advance. The balance is payable on departure by cash, cheque or credit card. Transfers are not accepted. If the owner chooses to pay for the entire stay at the time of booking instead of only paying the deposit, no refund will be given in the event of cancellation.

Article 10 – Annulation

No refund is made in the event of cancellation, except in the event of the death of the animal on presentation of proof. In this case, the deposit is refunded in full.

For a reservation concerning several animals, the cancellation of a single animal entails, except in the event of death, a penalty corresponding to 50% of the total amount of the stay initially planned for this animal.

Article 11 – Additional costs and delay

Additional services, including transport and veterinary care, are charged extra. Transport is charged at €0.80 per kilometre. In the event of an unauthorised overstay, an increase of €5 per day will be applied to the usual rate.

Article 12 – Abandonment

If the owner does not hear from the owner and if the animal is not recovered within 5 days of the scheduled departure date, it will be considered abandoned. The boarding facility will then be able to file a complaint with the competent authorities and take the necessary measures regarding the animal.

Article 13 – Complaints

Any complaint concerning the condition of the animal at the time of departure must be noted by the establishment's veterinarian within 48 hours.

Article 14 – Rates

- A dog: **17 € / day**
- Two dogs: **€32.50 / day**
- A cat: **€11.50 / day**
- Two cats: **€21.50 / day**

Rates are per day of booking.