

Boarding Conditions 寄養條例

Feb 2009

1. Boarding facilities are only available to animals owned by adult members of the SPCA (Hong Kong) hereafter referred to as the "Society". Birds and other small pets cannot be accepted.
2. The Society has absolute discretion to accept or reject any animal for boarding. Vicious or unhealthy animals will not be admitted. Owners in doubt as to a pet's suitability should have it examined by an SPCA Veterinary Surgeon 2 weeks prior to the boarding date. The condition of an animal's skin will be particularly considered.
3. The Society will not accept an animal for life boarding.
4. The minimum age for boarding animals is 4 months.
5. Animals which will be 10 years or over at the time of boarding must be examined and approved by an SPCA Veterinary Surgeon approximately 2 weeks before the boarding date. No reservation will be confirmed until this approval is given.
6. All Dogs must have been fully vaccinated and have received regular annual boosters against Distemper, Parvovirus, Canine Hepatitis and Leptospirosis. Dogs 5 months or over must also have been vaccinated against rabies within the last 3 years. In addition we recommend a kennel cough vaccine for dogs within 6 months of the boarding period. All Cats must have been fully vaccinated and have received regular annual boosters against Feline Enteritis and Calcivirus / Viral Rhinotracheitis. This is the **minimum** requirement. For cats, we advise a booster vaccination within the previous six months.
N.B.
(a) "Fully vaccinated" means having received an initial course of at least two preventive vaccinations and regular annual boosters.
(b) Animals which have received the initial course only, will be accepted for boarding not less than 7 days after the final injection.
(c) Annual booster vaccinations overdue by more than 6 months will render the entire vaccination invalid.
(d) No reservation will be confirmed until documentary proof of vaccination is presented and approved before the animal is presented to the kennels. Animals arriving without adequate vaccination will be refused admission.
7. The boarding fee is calculated per animal per day, which includes the day of deposit and collection:

Cat	HK\$75 - \$110	Dog 27-45kg	HK\$140
Dog under 18kg	HK\$110	Dog over 45kg	HK\$165
Dog 18-27kg	HK\$125		

A 10% discount will be given for two or more animals occupying the same kennel or cage (Maximum 2 cats per cage and 2-3 dogs per kennel depending on size).
These charges, which are subject to change without notice, shall only cover boarding and feeding and are exclusive of any charge for veterinary consultation, treatment and for medicines which may be required during the boarding period. The decision as to whether veterinary treatment is required and the type of treatment to be adopted, including surgical operations, shall be entirely at the discretion of the Society's Veterinary Surgeons.
8. Deposit at time of reservation:
 - (a) Full prepayment for the period booked is required if the booking includes a public holiday, in peak season or is less than HK\$500.
 - (b) Otherwise, 40% deposit for the period booked is required, with the balance payable at the time of admission to boarding.
9.
 - (a) Space reserved through a provisional booking will be reallocated and the booking cancelled if the completed "Boarding Reservation Form" and appropriate reservation fee has not been received by the Society within 7 days from the date the provisional booking was made.
 - (b) At least 7 days of notice must be given for any changes to the boarding period, subject to availability.
 - (c) No refund will be given if owners fail to bring their animals on the day of initial boarding, or pick up their animals earlier than arranged.
10. Cancellation and Refund Policy
 - More than 28 days notice - 100% refund
 - Within 14-28 days notice - 50% refund
 - Less than 14 days notice - No refund
11. Save and except for circumstances beyond the control of the Society, the Society shall on admitting an animal, board it for the specific period agreed to on the boarding reservation form. Requests for extensions will be complied with whenever possible, but the Society reserves the right to insist that an animal be removed from its premises immediately the boarding period expires. An animal left at the Society after the expiry of the agreed boarding period will be deemed to have been abandoned and will be disposed of according to Hong Kong Regulations. It may be removed from the boarding area and accommodated at the discretion of the Society.
12. Any animal accepted shall be boarded with the Society at the sole risk of the owner of the animal and the Society shall not under any circumstances whatsoever be liable in the event that the animal sustains injury, dies, is ill, lost or escapes.
13. Animals will be fed a standard balanced diet unless informed by owner of special dietary requirements in which case the owner will need to supply enough of prescription diet for the boarding period.
14. For owners who use our full professional pet grooming services at SPCA Wanchai Centre within the pet boarding period, 20% discount on grooming services will be offered.
 - (a) Owners must book the grooming services together with boarding services in advance.
 - (b) If the grooming services is on the boarding-out day, owner must confirm the boarding-out time.
15. Animals may only be deposited or collected 09:00 to 16:00 hours from Monday to Friday and from 09:00 to 12:00 hours on Saturdays, Sundays and Public Holidays. The Society reserves the right to change the same without prior notice.
16. The definition of the word "Animal" used throughout the text of these conditions means any animal which the Society agrees to accept into its boarding facilities.
17. These "BOARDING CONDITIONS" are produced in English and Chinese but where a dispute in translation occurs the English version shall prevail.
18. The Society has absolute discretion to amend, replace and / or make alteration to these "Boarding Conditions" at any time without prior notice.