

Terms for boarding animals:

Minimum Age and Health Requirements:

1. Minimum Age: The minimum age for boarding animals is 6 months.
2. Senior Pets: Pets that are 10 years of age or older must submit a health certificate from a veterinarian medical examination. If this certificate is not available, an on-spot check-up by a vet can be provided on the ground floor at Chris and Nicolas Animal Hospital at a discounted rate. A current record of vaccination and heartworm testing and protection must be provided at the time of admission. Arrangements for vaccination can be conveniently made at Chris and Nicola's Animal Hospital at the time of admission.
3. The owners of animals requiring special medical attention must declare this at the time of booking. The boarding veterinarian will then make a decision about admitting the animal and any special arrangements required at the soonest possible time.
The owner hereby authorizes Secret Garden Pet Resort to take appropriate medical treatment at the direction of their veterinarian, at the owner's expense, including authorizing external treatment at 24 hour facilities at the owner's expense.

Secret Garden will endeavor to reach the owner at the contact point provided on the admission form.

Booking and Payment Terms:

4. Deposit Requirement: A 50% deposit must be paid within 3 days after the booking has been made and confirmed. Secret Garden Pet Resorts reserves the right to cancel the booking without further notice if the deposit is not paid.

5. Refund Policy

- One change to the booking is free of charge if made 4 days before the check-in date.
- Any changes made within 1 days prior to the opening time of check-in date will incur an additional handling fee of *30%* of the total boarding fee.

-Cancellation prior to 2 days or more days from the opening time of the boarding reservation – 50% refund of the full payment

-Cancellation within 2 days of the opening time of the boarding reservation - No refund

6. Any animal accepted shall be boarded with Secret Garden at the sole risk of the owner of the animal and the Secret Garden shall not under any circumstances whatsoever be liable in the event that the animal sustains injury, dies, is ill, lost or escapes

7. If the animal requires a special prescription diet please let the staff at Secret Garden Pet Resort know and we can arrange a new pack to be provided at the owner's expenses for your pet's stay. Otherwise you are welcome to bring your own brand of food. Owner will need to advise the reception the diet of the food during booking arrangement. We can supply further food at the owner's expenses if there is insufficient. If owner has no preferences for food, Secret Garden will feed the animal Royal Canin or Hill's with fresh filtered water to drink.

Animals must have up to date flea tick and worming protection upon admission. If this is not current Secret Garden Pet Resort will gladly provide this at the owner's expense.

8. In special circumstances other admissions may be arranged between 10am and 6pm at the discretion of the staff at Secret Garden Pet Resort. Please call us to arrange a special pick up or visiting time. If you are unable to pick your animal up at the arranged time an extra night's paid accommodation may be happily provided at the boarding rate.

Aggressive or intractable animals may not be admitted or may incur special handling fees. Please discuss with our staff at admission.

9. These "BOARDING CONDITIONS" are produced in English and Chinese but where a dispute in translation occurs the English version shall prevail.

10. Secret Garden has absolute discretion to amend, replace and / or make alteration to these "Boarding Conditions" at any time without prior notice.

11. If both animals is put into one cage and they are fighting. Both animals would need to be separated individually at the owners expenses cost.

動物寄宿條款：

最小年齡和健康要求：

1. 最小年齡：寄宿動物的最小年齡為 6 個月。
2. 老年寵物：年齡在 10 歲或以上的寵物必須提交獸醫的健康證明。如果沒有健康證明，可在夏利維動物醫院 進行現場檢查，並享有優惠價格。入院時需提供最新的疫苗接種記錄和心絲蟲檢測及防護記錄。入院時可在夏利維動物醫院安排疫苗接種。
3. 需要特殊醫療關注的動物，業主必須在預訂時聲明。寄宿獸醫將儘快決定是否接納該動物及所需的特殊安排。業主授權 Secret Garden Pet Resort 根據獸醫的指示進行適當的醫療處理，費用由業主承擔，包括授權在 24 小時設施進行外部治療，費用亦由業主承擔。

Secret Garden 將努力在入院表格上提供的聯絡方式中聯絡業主。

預訂和付款條款：

4. 押金要求：預訂確認後的 3 天內必須支付 50% 的押金。如果未支付押金，Secret Garden Pet Resort 保留隨時取消預訂的權利。

5. 退款政策：

- 在登記日期前 4 天內更改一次預訂免費。
- 在登記日前 1 天內的任何更改將收取總寄宿費用的 30% 作為額外手續費。
- 在寄宿預訂開始時間前 2 天或更早取消，將退還 50% 的全額付款。

- 在寄宿預訂開始時間前 2 天內取消，將不予退款。

6. 任何被接納的動物寄宿在 Secret Garden 的風險完全由業主承擔，Secret Garden 對於動物受傷、死亡、生病、丟失或逃脫等情況不承擔任何責任。

7. 如果動物需要特殊處方飲食，請告知 Secret Garden Pet Resort 的工作人員，我們可以為您的寵物安排新的飼料包，費用由業主承擔。業主也可以自帶品牌的食物。如果食物不足，我們可以提供更多食物，費用由業主承擔。如果業主對食物沒有特別偏好，Secret Garden 將為動物提供 Royal Canin 或 Hill's 飼料及新鮮過濾水。

所有動物在入院時必須有最新的跳蚤、蜱蟲和驅蟲保護。如果這些不合時宜，Secret Garden Pet Resort 將樂意為業主提供服務，費用由業主承擔。

8. 在特殊情況下，Secret Garden Pet Resort 的工作人員可自行決定在上午 10 時至下午 6 時之間安排其他入院。請致電我們安排特殊的接送或探視時間。如果您無法在安排的時間接走動物，將可支付額外的寄宿費用，安排額外一晚的住宿。

具有攻擊性或難以處理的動物可能不會被接納，或可能會產生特殊處理費用。請在入院時與我們的工作人員討論。

9. 這些「寄宿條件」以英語和中文提供，但如有翻譯爭議，應以英語版本為準。

10. Secret Garden 保留隨時修改、替換和/或更改這些「寄宿條件」的絕對權利，而無需事先通知。

