

1. 確認此訂單表示閣下（“本公司客戶”）委托 Ruff & Fetch Limited（“本公司”）（動物寄養所牌照號碼：001300）於本報價單上所列日期，於本公司位於九龍佐敦官涌街 7 號匯萃商舖之動物寄養場所為客戶提供狗隻寄養服務，本公司客戶確認已閱讀、明白及同意本公司不定時作出更新（恕不另行通知）的寄養狗隻合約細則和寄養須知，並同意以其為寄養合約，並受其約束。
2. 本公司客戶需於入住當天出示有效預防針咭及狗牌（正本），並有責任申報寄養狗隻的健康情況。寄養狗隻必須經註冊獸醫接種疫苗，以預防狗隻感染犬瘟熱、犬病毒性腸炎及犬傳染性肝炎。本公司建議寄養狗隻接受 G6 或 DHPPI 混合防疫注射疫苗及其加強劑以及預防犬舍咳疫苗。
3. 本公司建議本公司客戶替寄養狗隻於寄養日期開始前不少於 24 小時前做和預防心絲蟲之措施。如寄養狗隻於寄養期間不幸染上心絲蟲，本公司恕不負責。
4. 本公司客戶同意寄養狗隻於入住當天及其後寄養每滿 7 天均須接受自費之美容服務，亦同意必須為寄養狗隻必須接受本公司於寄養第 1 天美容後及每隔 30 天為寄養狗隻杜蟲（使用 Frontline® 系列產品）。此等服務將另外收費。
5. 必須出示由註冊獸醫於寄養日期開始前兩星期內發出之健康證明及推薦信，否則本公司有可能拒絕為 10 歲或以上或患有任何疾病之狗隻提供寄養服務。
6. 本公司擁有絕對酌情權在任何情況下拒絕接受寄養狗隻。
7. 如遇上寄養狗隻身體不適，本公司有權決定是否需要送往獸醫診治，及跟進藥物服用等。本公司客戶必須於寄養動物離開本公司前即時繳清本公司代支獸醫診治及藥物費用、醫療測試費用、手術費用、留醫費用、受託人的護理服務費用及車費（每次 HK\$200）等，以及服務費用（每次 HK\$500）。
8. 本公司客戶必須簽署聲明書表明本公司客戶或其指定授權人可處理及決定寄養期內寄養狗隻需安排之一切事宜。
9. 額外 24 小時攝錄機連接手機監察費用為每晚港幣 30 元，本公司會配合本公司客戶安裝及調節攝錄機。然而，如本公客戶對攝錄機的穩定性或質素不滿，本公司恕不退還有關款項。
10. 寄養費用只包括租用房間、每天基本護理、房間清潔及兩次約半小時的散步時間和本公司的餵食服務，糧食及其他服務如特別膳食安排、美容、獸醫診治、醫療護理及接送等將另外收費。

11. 本公司客戶明白及同意在任何情況下，若本公司客戶提早取消寄養，本公司恕不退還有關款項。
12. 本公司客戶明白及同意，如確認訂單後，一個月內作出更改，需要付全單之百分之五作行政費如十四日內作更改，需要付全單百分之十作行政費，但七天內則不可作任何更改受托人恕不退還有關款項。
13. 寄養期間，本公司會盡力預防及減低寄養狗隻之意外受傷、逃走、被盜竊、患病甚至死亡的機會，然而，如此述事故不幸發生，本公司概不負責，本公司客戶使用本公司服務前務必自行評估風險及先尋求專業意見。
14. 倘若寄養期間，證實因本公司職員的疏忽或失職，而導致發生寄養狗隻遺失、被盜竊、受傷、患病甚至死亡等不幸事件，本公司客戶可以向本公司索償不高於該寄養狗隻該次寄養的房費。
15. 本公司保留權利隨時增加、修改、取代、刪除或訂立寄養合約所載的任何或全部條款及條件而無需另行通知。



1. By confirming this quotation, you (the “Customer” ) hereby engages Ruff & Fetch Limited ( “Our Company” ) (Boarding Establishment Licence Number: 001300) to provide dog boarding services at the dog boarding facilities at Shop, The Paseo, No. 7 Kwun Chung Street, Jordan, Kowloon, between the dates specified in this quotation and confirms that the Customer has read, understood and hereby agree to be bound by the terms and conditions of Our Company as the boarding contract, which may be revised or amended, from time to time, without further notice.
2. The dog(s) boarded at Our Company must be micro-chipped and possess(es) the official copy of the valid dog license(s). The dog(s) boarded must be vaccinated against Canine Distemper, Parvovirus and Infectious Hepatitis by a registered veterinary surgeon. Prior to their stay, Our Company encourages the dogs boarded with Our Company accept the G6/ DHPPI Immunisation Vaccine and its corresponive booster injection(s) as well as Kennel Cough (Bordetella) Vaccination.
3. Our Company strongly advise that our Customers take preventive actions against Heartworm Disease on the boarding dog(s) no less than 24 hours before check-in. Our Company will not be held responsible if the dog(s) boarded are diagnosed with Heartworm Disease.
4. The Customer agrees that dogs boarded with Our Company should be bathed on the first boarding day and every 7 days of their stay and that the dogs boarded with Our Company should receive flea and tick protection treatment (Frontline ® brand products) on the first boarding day and every 30 days of their stay. Additional charges may apply.
5. Our Company may refuse to provide boarding service for dogs at the age of 10 or above or any dogs that appear to our company to be unwell, unless a written recommendation letter is granted by a registered veterinary surgeon within 2 weeks before their stay.
6. Our Company has the absolute discretion to refrain from providing boarding services to any dogs we might feel unsuitable for boarding.
7. If the dogs boarded with Our Company become ill, Our Company reserves the right to decide if veterinary consultation or any medication are necessary. Any expenses incurred from vet consultation, medication, surgery, hospital care and transportation, etc. must be reimbursed by the Customer before the boarding guest(s) leave Our Company.
8. Declarations must be made by the Customer to state their rights of making decisions regarding the dogs boarded with Our Company and to nominate no less than one person as authorised person to make decisions on behalf of the Customer during the stay.
9. Real-time monitoring device that links up to mobile devices can be added to the room at a charge of HKD30 per night. Our Company undertakes to help the Customer with the set up and adjustment of the camera. However, no refund will be made if the Customer finds the stability or the quality of the camera unsatisfactory.
10. Rental of the kennel, daily care and maintenance, two sessions of approximately 30 minutes of strolling and meal provision services are included in the room rate in this quotation. Extra charges may apply for dog meal and other services including special meal preparation, grooming, veterinary consultation, medical treatment, pick-up service, etc.

11. No refund will be made if, under any circumstances, the Customer decides to terminate the boarding contract early.
12. If any booked kennels are cancelled 14 days prior to the commencement of the boarding service, the deposit can be used within 6 months or be converted to store credit for grooming. However, if any booked kennels are cancelled within 14 days before the commencement of the boarding services, a HKD500 administration charge will be deducted from the deposit and the remaining deposit can still be used within 6 months or be converted to store credit for grooming. No refund will be made under any circumstances.
13. Our Company will take preventative measures to minimise the possibilities that the dogs boarded with Our Company would go missing, be stolen, be injured, become ill or pass away. However, we shall not be held responsible for the occurrence of aforementioned unfortunate cases. The Customers must evaluate the risks and seek professional advice before services
14. During the period of boarding, if the dogs boarded with Our Company go missing, be stolen, be injured, become ill or pass away and that it is proven the unfortunate event was caused the negligence by the employees of Our Company, the Customer is entitled to claim for compensation no greater than the amount of the kennel rental charges.
15. Our Company reserves the right to make addition, modification, replacement, deletion or to create new articles (notice) to any or all of the sitting regulations, at any time, without further notice.