

PETS ON BOARD TRANSPORT, LLC

P.O. Box 1954, Elkins, WV, 26241

304-591-4566

www.petsonboardtransport.com

TERMS AND CONDITIONS

Before we can schedule the transport of your pet, you will need to read and agreed to the following terms and conditions. We require that a printed, signed copy of this agreement be given to your driver when your pet is picked up.

1. All pets must be at least eight weeks of age to be transported. The individual requesting or arranging for transport certifies that the pet is being transported by Pets on Board LLC is at least eight weeks of age on or before transport pick-up date. The person signing this form certifies the age of the pet to be at least eight weeks old.
2. A valid health certificate issued by a doctor of veterinary medicine is required no sooner than 30 days before the scheduled delivery date. The certificate must travel with the pet. Medical records or vaccine records cannot be used as a substitution.
3. A current rabies vaccination certificate must travel with your pet (for pets over 16 weeks of age).
4. A copy of our Emergency Care Authorization Form must be completed and must travel with your pet. If multiple pets are traveling, you may list them all on a single form, or you may attach a blank sheet of paper to the form if additional space is needed. This form gives us permission to take your pet to a qualified veterinarian in the event they become ill during transport. Should this be necessary, we will make every effort to contact you prior to seeking emergency action. However, if you cannot be reached to have a medical emergency treatment approved by you, we will use our discretion to ensure the well-being and health of your pet. All charges for veterinary care will be your responsibility. There will be an additional charge for the administration of any medication at the rate of \$5/day per pet.

Please have the Emergency Care Authorization Form, health certificate(s), and copy of rabies certificates in an envelope readily available for the driver when your pet picked up.

5. We will require an ample amount of food for your pet in a container or bag that can be closed/sealed securely. No paper or plastic supermarket bags. Please label your food bag with your pet's name and feeding instructions (amounts and frequency of meals). Your pet will have access to fresh, clean drinking water. We will provide all bedding, water, and treats unless otherwise specified.
6. We can only accept a tote for a square container that is approximately no larger than a 5-lb bag of dog food. In addition, you may send a pet bed. Anything larger than this must be cleared in advance and will be based on the availability of space onboard at the time of transporting.
7. We will not transport any pet that requires a muzzle or other restrictive device. Our driver-handlers reserve the right to refuse transport of any pet the display signs of aggression.

8. PAYMENT

- a. 50% of the total transport fee is due at booking. The remaining 50% is due prior to your pet being picked up.
- b. We can process payments over the telephone, we accept PayPal.

9. SCHEDULING

- a. **Pick-Up and Delivery.** You will be given a one-week window of time for pickup and delivery. We may need to make a pickup or delivery outside of normal business hours to keep on schedule into meet your needs. We cannot guarantee specific pickup and delivery dates and times, especially on our multi-pet transports. We will only give you an estimated date for pickup and delivery. We will make every effort to adhere to dates specified by you to pats onboard transport, But there can be unforeseeable circumstances which affect the dates given for transport which can include weather, road conditions, acts of God, etc.
- b. If no person is present at the time of transport and/or the above described paperwork is not in order at the time of pickup or delivery, we may have to continue without your pet. You will be charged for the full amount of the transport fee.
- c. **Length of Transport.** You understand that there is no guarantee or promise made as to the length of time necessary to complete the transport of your pet. The duration of transport is determined by routing, weather, and traffic conditions and could potentially last up to 14 days. While this is rare, all efforts will be made to keep you informed in to keep your pet as comfortable and happy as possible.
- d. We provide transport services 24 hours a day, seven days a week. You will be provided with estimated pickup and delivery dates. We will make every effort to arrive at convenient times, however, scheduling changes and unforeseen delays beyond our control may occur.

10. **RESCHEDULING.** If you need to reschedule your transport within 96 hours (four days) of transport day, you will be charged a rescheduling fee of 10% of the total price for transport. If you reschedule prior to 96 hours before transport, there will be no penalties assessed. Please notify us as quickly as possible if your plans change.

11. **CANCELLATIONS.** Cancellations must be made no later than 48 hours out from the requested departure date that is listed on the client information form in order to receive a partial refund. Cancellations made after the 48 hours will receive a deposit in a total amount of no more than \$450 regardless of the total transport fee or deposit made. The refund amount is dependent on the total transport fee and will be determined by the cost incurred by Pets on Board Transport in

order to meet the schedule requested departure date. All refunds may take up to 30 days to process.

Cat bites, in particular, can be dangerous and require medical attention. Drivers do not kennel or chase cats. It is important that all pets onboard trust the driver and it is our belief that it is best for the pet parent or pick up contact be the one to kennel the cats. If the cats are not in a carrier or isolated to a small room where the owner can easily gather them it puts everyone added this advantage in the driver me leave the pick-up location without porting the cats. *A refund will not be given.* The drivers are instructed not to place the cat/cats into the carrier or kennel but it is expected the owner or the pick-up contact will the cats in their carriers or kennel.

12. **DELIVERY.** We will make every reasonable attempt to notify the person receiving the patent of our estimated time of arrival. If no one is available to receive the animal and/or we are unable to contact the responsible party, there will be a daily fee of \$100 per pack to defray the cost of care and boarding. The party ordering the transport will be responsible for these charges. We recommend that alternate arrangements being made in the event the person responsible for receiving the animal is unable to do so. The receiving party must be available 24 hours a day.

Pets on Board Transport, LLC reserves the right to refuse transport of any pet due to misrepresentation at the time of scheduling as to the possibility to walk or stand of its own accord, or on a leash, and is of a size and weight that one person is able to pick up and carry.

By signing below, or making a payment for transport, you agree to the above Terms and Conditions.

Client's Name: _____ Date: _____
Please Print

Client's Signature: _____