



Pets On Board Transport, LLC

502 Meadowlark Lane • Oldtown, ID 83822
P.O. Box 310 • Newport, WA 99156
(888) 914-PETS • FAX (208) 437-2113
email: petsonboardtransport@frontier.com



Contract, Terms and Conditions

Before we can schedule the transport of your pet, you will need to read and agree to the following terms and conditions. We require that a printed, signed copy of this Agreement be returned via mail to us at P. O. Box 310, Newport, WA 99156 prior to your scheduled pick-up week. If time does not permit mailing due to short scheduling time frame, we ask that you fax or email a copy back to us immediately.

1. All pets must be at least 8 weeks of age to be transported. The individual requesting/arranging for transport certifies that the pet being transported by *Pets on Board LLC* is at least 8 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 8 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 can not be reached to have 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 \$5.00/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 is 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 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 that displays signs of aggression.

7. PAYMENT

Payment in full must be received no later than 7 days prior to scheduled pick up date. We can process payments

over the telephone or you can mail your payment in the form of cashier's check or money order to *Pets on Board Transport, P.O. Box 310 Newport, WA 99156*. For expedited delivery please send your payment to 502 Meadowlark Lane, Oldtown, ID 83822. If payment is not received, your pick up may be cancelled unless special arrangements have been made.

8. SCHEDULING

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 and to meet your needs. We cannot guarantee specific pickup and delivery dates and times. **We will only give you an estimated date for pickup and delivery, then contact you within 24 hours from time of pickup and delivery.** We will make every effort to adhere to dates specified by you to *Pets on Board Transport*, but there can be unforeseeable circumstances which affect the dates given for transport which can include weather, road conditions, acts of God, etc.

If no person is present at the time of transport and/or the above described paperwork is not in order at the time of pick-up or delivery, we may have to continue without your pet. You will be charged for the full amount of the transport fee.

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 and to keep your pet as comfortable and happy as possible. We provide transport services 24 hours a day, 7 days a week. You will be provided with estimated pick up and delivery dates. We will make every effort to arrive at convenient times, however, scheduling changes and unforeseen delays beyond our control may occur.

9. RE-SCHEDULING

If you need to reschedule your transport within 72 hours of transport day, you will be charged a rescheduling fee of 10% OF THE TOTAL PRICE FOR TRANSPORT. If you reschedule prior to 72 hours before transport, there will be no penalties assessed. Please notify us as quickly as possible if your plans change.

10. CANCELLATION

Cancellations must be made no later than 72 hours prior to scheduled pick-up. Cancellations made after payment will receive a refund of the total transport fee, less 25%. If you cancel in less than 72 hours prior to transport, no refund will be given.

11. DELIVERY: We will make every reasonable attempt to notify the person receiving the pet 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 pet to defray the cost of care and boarding. The party ordering the transport will be responsible for these charges. We recommend that alternate arrangements be 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 pet's ability 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 payment for transport, you agree to the above Terms and Conditions.

CLIENT NAME _____
please print

CLIENT SIGNATURE _____ Date _____