



## Contract Terms and Conditions

All directives and conditions included in any quotation provided by Global Paws for pet travel services shall also be deemed to be part of these terms and conditions. In this Terms and Conditions of the Contract document, the following terms shall bear the meanings set out below:

- (a) "The agreement" means any agreement between Global Paws and any client for the performance by Global Paws of pet travel services;
- (b) "Pet travel services" means any service provided by Global Paws to arrange for and or facilitate the transport of a client's pet or pets;
- (c) "Veterinary documentation" means any general health and/or vaccination certificates, and/or other documents required by the country to which the client's pet or pets are travelling;
- (d) "Client" means the owner of any pet animal or animals given over to Global Paws for purposes of the rendering by it of pet travel services;
- (e) "Pet" means any animal owned by a client as a pet, in respect of which Global Paws is required to render pet travel services.
- (f) "TCP" means Traveller Comfort Pack and the products related to it;
- (g) "PPP" means Pet Protection Plan, a complimentary benefit provided by Global Paws in accordance with the terms, conditions and limits set out in Section 9 below. The Pet Protection Plan is not an insurance policy and no insurance premium is charged to the client for this benefit.

### 1. Quotes and invoice revisions.

The quotation is an estimate of the cost of any pet travel services provided by Global Paws and is valid for the current month only.

The main reason for this is that the bigger part of the quote: namely the airline's cargo rates, fuel, and other related airfreight charges can change, without notice. Global Paws has no power over these charges, and we need to make you aware that your quote will be reviewed closer to your pet's departure time to consider any changes and to include any variations in currency exchange rates.

Our Quote Department will assist you with 3 estimate quote options. You may be charged R150.00 for any additional estimate quote options.

### 2. Pet's travel arrangements.

- All correspondence incl. emails & attachments: All written correspondence sent to our clients is deemed read and understood unless otherwise communicated to us.
- Copies of documentation: Upon acceptance of the quotation all veterinary documentation must be emailed or delivered to Global Paws. Failure to adhere to this requirement could negatively impact the length of the preparation period and ultimately the desired departure date.
- Veterinary requirements: All pets travelling with Global Paws must be up to date with all the required veterinary procedures as stipulated by each destination. Guidance will be provided by the consultant team; it is however the owner's responsibility to follow the guidelines.
- Original documentation: All pets must travel with their original veterinary documentation, and the client is responsible to provide this documentation to Global Paws upon submission of the pets to it (or its agents, representatives, or service providers) for kennelling and/or transportation services.
- Pet's health: The client shall ensure that before delivery and/or collection of pets by Global Paws the pet in question is in good health and in a good and fit condition to travel. Should a pet be in poor condition or shows any **symptoms of bad health during collection Global Paws reserves the right to contact a veterinarian at the client's cost to seek advice about further travel arrangements**. After travelling or delivery, **the client shall inform Global Paws in writing (email) within 24 hours of the pet's arrival or delivery**.
- Pet's medication: The client is responsible to inform their consultant team within the first week of communication if a pet or pets need any medication whilst in the care of Global Paws or during the travel process. The client will send this information through to **the consultant team in writing** and shall ensure that they receive an acknowledgment from their consultant team in writing that the consultant team is well informed about the pet's medical condition, the names of the medication/s, the medication dosages, and dosage time schedules.  
Should the client not provide Global Paws with this pertinent information timeously, Global Paws cannot take responsibility for medication not being administered or accepted by the airlines at check in.
- Items travelling with the pet: Pets may not wear collars during the travel process for their own safety. Calming collars with safety clasps are however permitted for dogs, unless the airline request that it is removed upon check in. We do not recommend the pet's lead and collar to travel with the pet/s. Due to the possibility of the items being removed by airline staff and not reattached to the travel crate. The client should provide items of no value, i.e. a small pet's blanket, owner's worn t-shirt. The client shall not hold Global Paws responsible should any of the above mentioned items be lost or discarded during the travel process.
- Tranquilizers: The use of any sedative for the pets is not allowed. The main reason for this is that the effects of sedation at altitude can be different than at ground level. This can affect pets in many adverse ways.

- Health Certificate: Please note that Global Paws will supply the client with the correct Health Certificate for the destination, as per the supplied timeline. If the client is taking the pet for the Health Certificate it is the client's responsibility to ensure that the supplied Health Certificate is used in an unchanged form and not use any other substitute even if supplied by the veterinarian. Global Paws cannot be held responsible for any delays as a result of not adhering to this stipulation. It is the client's responsibility to send a copy of the completed Health Certificate to their consultant team before the document collection for the document to be reviewed.
- Travel requirements: Global Paws will supply the client with the pet's destination country requirements. Any information supplied by third parties and not confirmed by Global Paws cannot be followed. Should this stipulation not be followed, and any delays arise from such action Global Paws cannot be held responsible.
- Travel date – for Local shipments (within South Africa): Please note that the pet's travel date can only be confirmed by the consultant team and only once the required payment is reflected in our bank account. A minimum of **2 working days** is required once the required payment reflects in our bank account to facilitate all relevant bookings and procedures.
- Travel date – for International/Import shipments: Please note that the pets' travel date can only be confirmed by the consultant team and only once the required payment or deposit payment is reflected in our bank account. We require a minimum of **3 – 6 weeks** to facilitate all relevant bookings and procedures.
- AirTags: The use of Apple AirTags or any similar tracking devices is not permitted and may not be attached to your pet's travel crate. AirTags contain a lithium coin cell battery, which is regulated for air transport due to the risk of overheating or fire, albeit rare. If such a device is found on a crate, it will be removed and disposed of without further notice. Should an owner attach such a device to their pet's travel crate and it is discovered by the airline, any fines incurred or the rejection of the shipment will be entirely at the owner's expense.
- Permission to use photos & videos: I grant Global Paws permission to use photographs and videos of myself and my pet/s for printed materials such as Brochures, Newsletters, and Videos. I confirm that digital images and videos can be used on the Global Paws website and social media platforms, such as Facebook, YouTube, and Instagram.

### 3. Traveller Comfort Pack (TCP).

- Travel crates: The client is required to provide their consultant team with an accurately completed Pet Measurement document for the travel crate sizes to be verified. Should this not be possible a pet measurement could be arranged at the client's home, at an additional cost. Alternatively, the client can bring their pet to one of the Global Paws offices, in Muldersdrift, Gauteng area, or Somerset West, Cape Town area for a complimentary box fitting.
- Order: Travel crates are manufactured as per order; 14 days' notice is required for manufacturing.
- Important: All pets need to be present on the day of TCP delivery to be measured in their travel crates, photos will also be taken of the pet inside and outside of the travel crates for airline requirements.
- Returns: Travel crates, pet bedding, and calming collars/paste can only be returned within 48 hours of delivery. No travel crates will be changed or returned after this time. During these 48 hours, travel crates and calming collars can only be returned if they are in the same condition, in original wrapping as when they were delivered.

### 4. Payments.

- Deposit: The client is required, upon acceptance of their quote, to pay the following deposits, ZAR 3500.00 for Import & Local Shipments, ZAR 5000.00 for International Shipments, and ZAR 6000.00 for New Zealand & Australia Shipments to Global Paws, as non-refundable deposit. However, should the total shipment cost be **below** the deposit due, it must be paid in full on acceptance of the quote.
- Invoice / Statement: Updated statements for pet travel services must be paid immediately upon receipt thereof. Failure to do so may result in delays in your pet's shipment for which Global Paws accepts no responsibility. Upon acceptance of a proposed travel date, 50% payment is due on the file before any further services can be rendered. Payments for The Traveller Comfort Pack, Vet Visits, Import Permit applications, Quarantine bookings, RNATT Declaration, OVD Endorsement, Kennelling services etc. must also be paid upon receipt.
- Charges: All services provided by Global Paws must be paid for in full before that service is supplied, eg. Kennelling, Traveller Comfort Pack, Import Permit Applications, Quarantine bookings, etc. Notification and a subsequent statement will be sent to you from our administration department for your records.
- Additional charges requested by the client: not included in the original quotation e.g. additional trips to the client's home, airport delivery or collection, document amendment fees and/or additional veterinary consultations or services, etc. are for the client's account and must be paid for upon receipt of invoice or statement timeously.
- Additional charges for unforeseen circumstances: not included in the original quotation e.g. flight cancellation on the day of departure due to technical problems with the aircraft, sick pets, last minute flight delays, last minute flight changes, weather embargoes, strikes, and riot embargoes etc. are for the client's account and must be paid for upon receipt of invoice or statement timeously.
- Final payment: It is an express condition that all outstanding payments due to Global Paws must be paid in full before the transport of the pet/s. The client acknowledges that should payment in full not be received by Global Paws at least 10 days before transportation Global Paws shall not be obligated to continue with transport preparations and may at its sole discretion cancel the transport of the pet/s. Any additional charges associated with the cancellation will be for the client/bill payer's account.
- Bank charges: Please note that all bank related charges for cheque deposits, cash deposits, international currency exchange deposits, and forex payments are for the clients/bill payer's account and must be considered when making the full and final payment.
- Proof of payments: Please always provide your proof of payment to our Admin department immediately after making a payment.
- Company Payment: Any company with an account with Global Paws will be charged a 7.5 percent administration fee if their statement has not been paid in full thirty days after the shipment and the statement needs to be re-submitted for payment.

- **Change of travel dates:** Should the client decide to change the travel date of any pet in respect of which Global Paws is rendering pet travel services, Global Paws shall be entitled to raise an additional administration fee (to the minimum amount of ZAR 900.00 per shipment) and revise your quote accordingly.
- **Change of destination:**
  - During stage 1 - should the client decide to change the travel destination of any pet in respect of which Global Paws is rendering pet travel services, Global Paws shall be entitled to raise additional administration fees (to the minimum amount of ZAR 900.00 per shipment) and revise your quote accordingly.
  - After stages 2 and 3 – a new quotation will be provided, and services already rendered will be charged for.

## **5. STAGE 1 - Acceptance of quotation.**

Acceptance of the quotation and initiate work with the consultant team. Traveller Comfort Pack will be delivered during this time.

Once the payment reflects in our bank account a consultant team will be allocated to the client. The consultant team will begin by checking all of the received documentation to determine the pet's travel preparedness. The client's dedicated consultant team will confirm the travel requirements, and advise on the next steps and procedures, whereafter the consultant team will provide the client with a proposed timeline and schedule to prepare the pet for travel.

However, should the total shipment cost be below ZAR 3500.00 it must be paid in full on acceptance.

## **6. STAGE 2 – Travel date accepted.**

Once a proposed travel date has been set the consultant team will revise the client's quotation with any updated charges and rate of exchange, if applicable. Our administration department will send the updated statement to the client and request 50% payment on your file.

STAGE 2 include all flight bookings, customs clearances, collection, and delivery arrangements, finalising the remaining veterinary preparations, import permit applications, quarantine bookings, CITES permits, and all other requirements established between the client and the travel consultant.

## **7. STAGE 3 – Final preparation.**

Three weeks before your pet's departure the client's consultant team will finalise their quotation with any updated charges and rate of exchange, if applicable. Please refer to point 1 Quotes and invoice revisions. Our administration department will email the updated statement to request the balance of the client's payment. Once final payment is made the file will be returned to the consultant team to finalise pets travel arrangements.

## **8. Routing and Airlines.**

Routing to the destination may be changed by the airline without notice to allow for pet travel embargos or changes in airline regulations. Global Paws reserves the right to choose the best and most available route and airline for your pet's travel. We will endeavour to inform the client as soon as any changes may occur; timeous notification may not always be possible due to the time of notification by the airlines and the unavailability of the client.

Global Paws or its agents cannot be held responsible/liable for airline delays, cancellation of flights, incorrect routing by airlines, loss of veterinary documentation by airlines, loss of personal property by the airlines, strikes by airlines staff, any additional charges due to Live Animal embargos, change of the type of aircraft used on particular routes, and/or charges incurred in the event of airlines placing pets on alternate routes or airlines being unable to accommodate pets as originally quoted. Please ensure not to put anything valuable on top of or inside the travel crates.

The client's file will be revised according to the additional services that need to be rendered.

## **9. Accidents, Liability and Pet Protection Plan.**

### **9.1 Global Paws' Responsibility**

Global Paws shall exercise reasonable care in the provision of its pet travel services and shall remain responsible for loss or damage directly resulting from proven negligence or error on the part of Global Paws or its employees in the performance of those services.

### **9.2 Circumstances Outside Global Paws' Control**

Pet travel involves a number of independent third parties and service providers, including airlines, cargo handlers, veterinarians, laboratories, government and veterinary authorities, customs authorities, airport personnel, kennelling facilities and other parties involved in the relocation process.

Global Paws shall not be held responsible or liable for any loss, injury, illness, death, escape, delay, additional expense or consequential loss arising from circumstances outside Global Paws' reasonable control, including the acts, omissions, decisions, delays or operational requirements of such independent third parties.

Nothing in this provision is intended to exclude responsibility for loss or damage directly resulting from proven negligence or error on the part of Global Paws or its employees.

### 9.3 Complimentary Pet Protection Plan (PPP)

Global Paws provides qualifying clients with a complimentary Pet Protection Plan to provide an additional level of financial protection in relation to certain unforeseen circumstances arising while a pet is in transit.

The Pet Protection Plan is provided at no additional charge to the client. It is not an insurance policy, does not constitute insurance cover and no insurance premium is charged to the client.

The Pet Protection Plan operates independently from the determination of legal liability. Any payment or contribution made by Global Paws under the Pet Protection Plan shall therefore not, by itself, constitute an admission of liability by Global Paws.

Subject to the terms, conditions and limits of the Pet Protection Plan, the following benefits are provided:

#### **Veterinary Fees**

Benefit: up to ZAR 10,000.00

Global Paws will provide cover of up to ZAR 10,000.00 towards emergency veterinary treatment required as a result of illness or injury occurring while the pet is in transit.

Any pre-existing health condition must be disclosed to Global Paws before the pet's travel date.

#### **Replacement Value**

Benefit: up to ZAR 10,000.00

Global Paws will provide a benefit of up to ZAR 10,000.00 in the unfortunate event of the pet's death as a result of accident, illness or injury occurring while the pet is in transit.

This benefit also extends to the replacement value of a pet that is lost or stolen while in transit, up to a maximum of ZAR 10,000.00.

#### **Emergency Repatriation, Quarantine and Boarding**

Benefit: up to ZAR 10,000.00

If the client's trip is cancelled due to a family emergency, including death or serious illness, while the pet is already in transit, Global Paws will contribute up to ZAR 10,000.00 towards the reasonable costs associated with repatriating the pet to the client.

Where applicable, this benefit may also be applied towards quarantine or boarding costs incurred as a consequence of such circumstances.

### 9.4 Transit Period

For the purposes of the Pet Protection Plan, the benefits described above apply only to qualifying circumstances arising while the pet is in transit.

The Pet Protection Plan does not provide general insurance or protection for circumstances arising before or after the applicable transit period.

### 9.5 Relationship Between Liability and the Pet Protection Plan

The Pet Protection Plan is separate from Global Paws' legal responsibility for the performance of its own services.

Where an incident is directly attributable to proven negligence or error by Global Paws or its employees, the matter will be dealt with on that basis and shall not be treated merely as a claim under the Pet Protection Plan.

Conversely, the availability or payment of a benefit under the Pet Protection Plan does not mean that Global Paws caused, contributed to, or accepts legal liability for the event giving rise to that benefit.

## 10. File Cancellations and Refunds.

In the event of a file cancellation, the client must inform Global Paws of their intention in writing to their consultant team and admin immediately.

- **Stage 1:** The deposit of ZAR 3500.00 for Local and Import Shipments, ZAR 5000.00 for International Shipments, and ZAR 6000.00 for New Zealand and Australia Shipments referred to above ("the Deposit") is non-refundable. The deposit is to secure the cost of Global Paws' services and advice on pet travel requirements (including checking of veterinary documentation), as well as the administrative costs of issuing a quotation/invoice and opening a client file. The deposit will be retained by Global Paws as security for the items referred to above.
- **Stage 2:** The file will be revised by management and all services rendered up to date of cancellation will be deducted from the 50% payment. Additional administrative fees (based on the time spent on the client's file by all employees) as well as any other services provided by Global Paws or/and any costs Global Paws may have incurred to third parties in performing any pet travel services ("disbursements") will be added to the final statement i.e. Traveller Comfort Pack, Travel Crates, flight cancellation charges may occur etc.
- **Stage 3:** The file will be revised by management and all services rendered up to date of cancellation will be deducted. i.e. Traveller Comfort Pack, Travel Crates, flight cancellation charges may occur.

- **Refund fee:** A refund fee of R 600.00 will be charged.
- **Refund procedure:** The remaining balance of the payment, if any, will be refunded within 30 days of receiving the client's correct South African bank account details or credit card details, alternatively should pets still need to travel the refund will be processed within 30 days from the date of shipment.
- **Inactive files:** Files that remain inactive for more than three months will be closed. A file may be reinstated once a travel date has been confirmed. If no action has been taken on the file, it may be reinstated, and the deposit payment received may be applied to a new booking for up to one year from the date of cancellation. If document checks have been conducted, the file may be reinstated, and the deposit payment received may be applied to a new booking for up to three months from the date of cancellation.

I, the owner or appointed agent of such person in respect of whose pet or pets Global Paws in rendering pet travel services, hereby confirm that I have read and understood the Global Paws - Terms and Conditions of Contract set out above.

Sign here

Name in print

Signature

Date

#### 11. Applicable for clients that require our kennelling services.

**Conditions under which animals are accepted into 'Snowpine Kennels and Cattery' or 'Membury Kennels and Cattery' or any other kennelling facility used by Global Paws.**

- **Vaccinations:** Any pets that are to be kennelled at any of our kennel facilities must have up to date valid vaccinations. The client will be informed that **dogs** must be vaccinated against Rabies and Canine annual 5-in1 vaccinations and/or **cats** must be vaccinated against Rabies and Feline vaccinations. At least 30 days for Rabies and 14 days for Canine or Feline vaccinations and not longer than 12 months before entering the kennels. Failure to adhere to the above vaccination requirements will prevent entry into any of our kennel facilities. This could also adversely affect any travel arrangements that have been arranged with Global Paws. The responsibility remains to the clients to ensure that all vaccinations are kept current and up to date.
- **Indemnity:** I, hereby authorise Global Paws to seek whatever veterinary assistance it deems necessary for purposes of the pet's wellbeing. Any veterinary charges arising from the exercise by Global Paws of its discretion in this regard will be for my (the client's) account.

Sign here

Name in print

Signature

Date

- Whilst all reasonable care and precautions are taken in looking after the animals boarded at the kennels employed by Global Paws ("the kennels"), it is understood and agreed that no liability is incurred by the proprietors or their staff in respect of any loss injury or death of the animals from any cause whatsoever, and no further responsibility is undertaken for collars, leads, containers, blankets etc. left at the kennels. Owners are accordingly requested to satisfy themselves as to the condition of the accommodation for the intended Kennelling pet and by their signature hereof agree that they are satisfied with such conditions.
- Animals that are not collected within 14 days after the intended date of discharge may, at the discretion of the proprietors of the kennels, be disposed of in the manner they deem fit, but it is agreed that the owner shall remain liable for the normal daily charge up to the date of disposal.
- All kennelling invoices must be paid before any kennelling services can be provided.
- In the event of kennelling charges remaining unpaid for longer than 14 days from transmission thereof to Global Paws' client, the animals in question may, at the discretion of the proprietors of the relevant kennels, be disposed of in the manner elected by them or taken to SPCA.
- All charges for the kennelling of any pet must be paid before the owner of that pet may remove an animal from the relevant kennel, including charges for the kennelling of that animal on the day of its arrival at any kennel and departure therefrom, OR PART THEREOF.

I, the owner or appointed agent of such person in respect of whose pet or pets Global Paws in rendering pet travel services, hereby confirm that I have read and understood the Global Paws - Terms and Conditions of Contract set out above and, if Global Paws is to provide the **kennelling services**, I confirm that I have read and understood the Conditions set out above and under which animals are accepted into Snowpine Kennels and Cattery or Membury Kennels and Cattery, or any other kennelling facility used by Global Paws, and I hereby agree to abide by them.

Sign here

Name in print

Signature

Date