

## **TERMS AND CONDITIONS:**

### **Kennels:**

- Please arrive at least 15minutes before your appointment. Any earlier and you will wait outside the property.
- If you are late you may lose your appointment and have to either wait to see if a gap opens up for you to be seen later (at the Kennel Supervisor's discretion) or make a new appointment for another day.
- If you are running late or can't make your appointment, please phone or e-mail [kennels@aacl-jhbnb.co.za](mailto:kennels@aacl-jhbnb.co.za) to cancel and reschedule. If you do not, we may not be able to accommodate you at a later stage.
- Please understand that due to the National Disaster we have had to move to an appointment system only. We may experience problems from time to time including staff shortages or changes which may affect your appointment however, we will do our best to then contact you with alternate arrangements.

### **Please note the following:**

#### **Our property access protocol:**

You will have your temperature taken and complete relevant COVID19 questions;

You must wear a mask or no entry;

You must sanitise your hands or no entry;

Only one person may be with the animal(s) in hospital;

No children allowed-they must wait in the car;

You will wait in your car until called;

#### **For adoptions:**

Level 3: consideration given to people who wish to adopt cats/kittens, or dogs/puppies that need no introduction to other animals on the people's property on or off site. People who have made enquiries previously or adopted previously and are still healthy and financially able to take on an animal, without having to use the AAAL-Johannesburg welfare hospital for veterinary services. At the Kennel Supervisor's discretion.

#### **Terms and conditions of adoptions at level 3:**

The aim is to minimise the number of people and the time they spend on the property so as to reduce the potential risk to staff. What constitutes 'essential travel' and is allowed under each level must also be taken into consideration.

People who wish to adopt should be familiar with the animals currently in our care and be actively interested in them. They should contact the Kennel Supervisor only to make an appointment to view the animal(s). Appointment time is however limited to one hour.

Introductions between the family will take place during this time but family is strictly only those directly who are going to live with the animal.

Property inspections: are still to be done as before once the family has settled on an animal.

Once the property inspection has been completed, the potential adopter will be notified and given details for the payment to be made, the date and time that the animal can be collected.

At collection, only one family member may be present for the paperwork; the other family member is to wait in the car.

Level 2: consideration given to people who wish to adopt dogs/puppies and if an introduction would be required on our site to see their compatibility. Health, financial stability to care for a new animal and not use the AACL-Johannesburg welfare hospital for veterinary services must be taken into consideration. Existing AACL-Johannesburg welfare hospital clients must follow standard protocols and permission from Principal Veterinarian to adopt another animal if there is no balance outstanding.

Terms and conditions of adoptions as for level 3.

Level 1: consideration to be given to anyone considering an adoption but viewing of the animals will be strictly by appointment only and one hour in duration. If family need to come back to view the animals being looked at, another appointment will need to be made.

Adoption collections:

- Our property access protocols apply.

Payment:

- We are not a credit provider and do not offer accounts or terms.
- We are a cash practice and accept cash and cards only (not Diner's Club or American Express or payment via EFT).