

TERMS AND CONDITIONS

GENERAL:

In order for Tigger's Texas Transport, LLC (herby noted as TTT) to transport your animal, **YOU MUST AGREE TO THE FOLLOWING TERMS AND CONDITIONS:**

MEDICAL DISCLAIMER:

- 1) We require a Certificate of Veterinary Inspection (aka CVI or Health Certificate) dated within 30 days of delivery for **EVERY** animal.
- 2) We also require vaccine records and rabies certificates to be received at least 72 hours prior to transport. If all our medical requirements are not met, the animal will not be allowed to transport.
- 3) We do our best to make these long trips as comfortable as possible for your animals. Should we see the need to take an animal to a veterinarian during the course of transport, we will make every effort to contact the originating rescue first, to make care decisions. In the event of an emergency, we will find the nearest veterinarian to get emergency care. You agree to be responsible for the cost of any and all veterinary bills incurred during transport, due to health concerns.
- 4) TTT's owner reviews all vaccine records for every animal on board to ensure all medical rules are followed. However, stress, confined space, drastic weather changes, etc. can contribute to illness and is not the responsibility of TTT. Every effort is made to thoroughly sanitize surfaces and filter the air on board the van. Rescues will be notified, immediately, of any potential medical concerns while on transport.

PAYMENT AND CANCELLATION:

- 1) **Payment** for transport is **DUE UPON RECEIPT OF INVOICE** (typically 1-2 days prior to departure)
- 2) **CANCELLATIONS** will be allowed up to 72 hours prior to transport. After that, any cancellations will be charged a cancellation fee of **\$50/animal minimum**.
- 3) **CANCELLATIONS** within 24 hours of transport will be charged full price of the transport.
 - *(We apologize for this, but last minute cancellations cause costly issues for the transport as well as other rescues. We understand there are some things that are unavoidable, however, the van is prepared 5-7 days in advance and removing an animal from the run can cost hours of extra time/labor, not to mention the space for another animal to have been transported.)*

PICK-UP, DROP-OFF AND DELIVERY:

- 1) **PICK-UP** and **DROP-OFF** times and locations are determined prior to transport departure. They are always set in a safe, well-lit area along a major highway. Should alternate accommodations be requested which require transporters to deviate from the pre-established route, an additional fee will be assessed.**
- 2) **TARDINESS** on the part of a foster, adopter, or third party transporter, causes significant delays for the entire transport run. We run a very efficient and properly managed business, therefore tardiness will be assessed an additional fee** and will be due before the animal exits the van.
- 3) We have set **DROP-OFF** times and maintain that schedule to the best of our ability. However, unforeseen circumstances in traffic and weather can cause delays (or advances). If drop-off time changes significantly, both the originating and receiving rescues (or adopters) will be contacted with an updated delivery time. If there is no one at the receiving end to pick up the animal being transported, the animal will return to the originating rescue. **No refunds will be given in this instance.**
- 4) **ALL** dogs must arrive at transport with a **martingale collar or harness** with the **name** of the dog and a **contact phone number** for the rescue. If your animal arrives to transport pick up without an appropriate collar or harness, they may either be refused or one may possibly be provided **at an additional charge** (due before the animal exits the van).
- 5) TTT staff have the right to refuse any animal that arrives visibly soiled with vomit, feces, dirt, ticks/fleas, etc. Individuals dropping-off animals will be given time, while loading other animals, to clean the animal prior to boarding.
- 6) TTT staff have the right to refuse DROP-OFF if they feel the animal's safety or well being is in jeopardy. The rescue will be notified immediately and alternative arrangements must be made. There will be **no refund given in this instance.**

7) **ALL** adopters must have a leash and/or kennel for the arrival of their new furbaby!

INDEMNIFICATION:

I agree to fully defend, indemnify, and hold harmless Tigger's Texas Transport, LLC from any and all claims, lawsuits, demands, causes of action, liability, loss, damage and/or injury, of any kind whatsoever (including without limitation all claims for monetary loss, property damage, equitable relief, personal injury and/or wrongful death), whether brought by an individual or other entity, or imposed by a court of law or by administrative action of any federal, state, or local governmental body or agency, arising out of, in any way whatsoever, any acts, omissions, negligence, or willful misconduct on the part of Tigger's Texas Transport, LLC, its officers, directors, founders, owners, successors, personnel, agents, contractors, invitees, or volunteers.

*** fees are calculated at \$65-\$100/hour*