

# Terms and Conditions

Minimum age of dogs is 5 months

All dogs aged 6 months and over must be desexed. Vasectomy or sterilization injections only are not permitted.

Full current C5/C3 Vaccination. Last booster must not be less than 1 week from admission or within preceding 12 months. Owners must submit written proof from their vet. Alternative or natural vaccination and immunity therapies are not permitted in lieu of current C5/C3 coverage.

Please ensure your dog does not have any fleas, ticks or other parasites by ensuring your treatment regime is up to date.

We reserve the right to refuse admittance to any dog if they show signs of any illness, disease or infestation and are currently taking medication for same. We have a responsibility to all dogs in our care to look after their health and wellbeing as best we can.

If staff become aware of any fleas, ticks or parasites on a dog we reserve the right to treat the dog with an appropriate treatment and the owner will bear the cost of the treatment.

All dogs must be in good health prior to admitting with no known illness within last 30 days. Dogs with stitches and/or open wounds cannot be admitted.

We will administer basic medications only. Your vet's confirmation is required. We need a supply for the day only which must be clearly labelled with type, dog's name and dosage requirements. Please confirm with staff prior to bringing your dog in as well as completing our medication consent form.

We encourage pre booking to ensure space is reserved for your dog. Dogs may be accepted without pre booking if space permits. Bookings can be made by phone during Reception opening hours or email 1 business day prior. Reception is open Monday to Friday 7.30am to 4.30pm.

We are open Monday-Friday from 7.30am. We can accept earlier drop off and later collection by prior agreement only. We are closed weekends and Public Holidays.

All dogs must have Registration and Consent forms fully completed prior to admission.

Dogs may be dropped off from opening time providing all registration documents are currently held. Dogs must be collected by 6.20pm. A late fee of \$10-00 per 15 minutes or part thereof past 6.30pm will apply. Dogs booked in for shorter sessions will also have late fees applied if not collected as per arranged time. A cleaning charge may also be applied.

Payment for the day, including grooming, must be made in full prior to admittance.

All dogs remain the owner's responsibility until handover is accepted by staff. This is assumed when K9 Day Care lead is attached. Responsibility returns to the owner when K9 Day Care lead is removed from the dog's collar at collection.

We request that owners bring their dog in on a lead and do not remove or let go of the lead until advised by staff. At collection, please walk your dog out on a lead.

Dogs will not be fed during their stay with us. We do, however, give occasional treats. Please advise if there are any treats your dog cannot have.

All dogs have access to clean fresh water at all times.

We may take photos and/or videos of your dog and use these for promotional or other purposes.

We require a minimum of 24 hours notice if you wish to cancel a booking otherwise a cancellation fee may apply.

We will not open if forecast temperature for the following day is 38 degrees Celsius or above and/or catastrophic conditions are forecast. We use the forecast from the Bureau of Meteorology website.

We will attempt to confirm any closure with booked clients. It is better for your dog's health to remain indoors at home and be kept cool in these conditions.

**I acknowledge that my dog(s) is/are in good health and has/have not harmed or shown aggressive or threatening behaviour towards any person or animal. I will inform K9 Day Care of any status changes after the date of signing.**

I confirm that K9 Day Care is a cage free environment which houses multiple dogs in communal runs. As such, I accept that there are inherent risks associated with such an environment which include (but are not limited to) transfer of communicable diseases and/or parasites, injuries and behavioural problems.

I agree that I am solely responsible for any loss, damage or harm caused by my dog(s) while it/they are at K9 Day Care

I confirm that while my dog(s) are in the care of K9 Day Care, the staff may consult my chosen veterinarian if I am unable to be contacted if the staff believe immediate veterinary assistance is required.

All costs associated with any loss, damage, veterinary or medical care will be borne by me.

K9 Day Care will only accept and release my dog(s) from persons expressly appointed by me in K9 Day Care Registration Form.

I absolve K9 Day Care and its employees from all liability and indemnify them from all claims arising from my dog(s) actions, both directly and indirectly and not limited to legal and medical expenses.

I confirm that K9 Day Care retains the right to temporarily or permanently remove my dog(s) from day care at any time if they believe the environment is not appropriate for my dog(s). I will endeavour to collect my dog as soon as practical after notification from K9 Day Care.

I acknowledge that in signing this page I accept responsibility for ownership of the dog(s) listed in the Registration Forms and agree to all listed items.

**Owner's Signature**

X.....

Date:    /    /20