

Dogs 101 Boarding and Daycare Terms 25/11/2022

The proprietors and staff at Dogs 101 boarding kennels undertake to treat all dogs with the utmost care and respect. We are committed to the health, welfare, well-being and happiness of our guests. Happy dogs make happy owners.

1. Drop off and pick up times are between the hours of 7:30 - 10am and 4 - 6pm (8 – 10am on Weekends). All other times are by appointment only.
2. I understand that the schedule of fees applicable from 1st February 2023 are as follows: Boarding overnight from 7:30am on weekdays (8am on weekends), to 10 am the following day (or part thereof). Afternoon pick-ups will be charged additionally at (\$30 weekdays or \$35 weekends):
 - Boarding price \$40 per dog (all sizes). A \$5 surcharge is charged per dog per day for public holidays.
 - Day care is charged at \$30 per day (all sizes) and is only available on **weekdays** (Monday – Friday).
3. An extra \$5 per day will be charged for entire male dogs over the age of 6 months because of the special precautions that need to be taken and the individual exercise regime we find necessary to follow to safeguard the dogs in our care.
4. A discount of \$1 per day will be allowed for the boarding of multiple dogs. The first dog shall be charged at the normal rate, and each dog thereafter will receive a \$1 per day discount.
5. Payment is expected on pick up, or at drop off time if more convenient. EFTPOS is available.
Direct payments can be made to:
Account Name: Dogs101
Account Number: 06 0689 0289691-00
Payment Reference: Day or Invoice number
Payment Particulars: Dog name and your last name.
6. I understand that if I have booked in for boarding or for daycare, but need to cancel, I must do so **24 hours** before my dog(s) is/are due at Dogs101 **by email or through the online booking system only**. If not, I understand I will be charged a fee of 50% of the value of the booking.
7. I understand that for long-stays (14 days or more), payment of 50% of the estimated cost will be required at the time of booking the stay as a deposit, this deposit is refundable if the stay is cancelled **10 days** before the start of the stay **by email or through the online booking system only**. Any changes to the booking or additional costs will be included in the final invoice.
8. I understand that for stays over the Christmass period (23 Dec to Jan 31st), payment of **50%** of the estimated cost will be required at the time of booking the stay as a deposit, this deposit is refundable if the stay is cancelled **20 days** before the start of the stay **by email or through the online booking system only**. Any changes to the booking or additional costs will be included in the final invoice.
9. I agree to inform staff at Dogs101 immediately of any circumstances where my dog(s) require extra day(s) boarding.
10. My dog(s) is/are fully vaccinated including kennel cough, recently wormed and given flea treatments. Dogs101 reserves the right to turn away any dogs whose vaccinations are not up to date.
11. I have provided all the information concerning special problems or behaviour of my dog(s) and any food, medicinal requirements and allergies.
12. In the event that my dog(s) is/are observed to be unwell, or becomes injured, if I am unable to be contacted, I give the proprietors and their employee's authority to seek and respond to, **AT MY EXPENSE**, any and all veterinary attention deemed necessary, including transport costs.

13. I give my permission for Dogs101 to isolate my dog if it becomes sick, or shows any symptoms of kennel cough. (Your dog will still receive the same care and attention, they will just be walked and housed separately).
14. I agree not to board my female dog(s) while 'in season' or if known to be impending. If my female dog does come into season while staying at Dogs101, I understand that this will incur an extra fee of \$10 per day for the duration of the heat.
15. I agree to provide my dog(s) food for the booked stay, with diet instructions, at the time of drop off, otherwise it will be charged at \$3 per meal for small dogs, and \$6 per meal for large dogs.