

# Conditions of Boarding Animals – Dogs Country Club & Kennel Resort

*This agreement is in accord with the requirements of the Domestic Animals Act 2001 and the Code of Practice for the operation of Boarding Establishments 2006.*

1. **All animals are to be fully vaccinated.** Current vaccinations must be shown on admission – C5 for Dogs. A surcharge will apply if we are required to contact your Vet for verification.
2. **Un-desexed Dogs** will be taken at the discretion of Dogs Country Club (DCC) and owner must specify their dog is un-desexed on booking. No un-desexed female Dog/s will be boarded during Peak periods.
3. DCC reserves **the right to refuse entry** of any animal.
4. **Boarding rates are charged per calendar day.** This includes the day of arrival, day of departure and all days in between no matter what time the dog arrives or departs. The owner agrees to pay the rate for boarding in effect on the date the animal is checked into DCC. Arrivals and departures are during prescribed hours only. No out of hours arrivals and departures are available. Any outstanding accounts will be paid by the owner prior to the dog/s leaving DCC.
5. The owner acknowledges that **24hr notice (during office hours) is to be given if picking up their animal early** to ensure that departure bath and departure procedures can be completed. DCC takes no responsibility should the bath or departure procedures not be completed due to lack of notice.
6. All **rates are based on shared accommodation** and all **fees are subject to change without notice.**
7. A **non-refundable booking deposit** is payable at the time of booking for each animal for peak periods in DCC Premium Accommodations and all year round for reservations in the Luxury Penthouse Accommodations. The non-refundable amount during **OFF PEAK PERIODS** will be \$100 per dog for the Luxury Paws Penthouse Accommodation and during the **PEAK EASTER, CHRISTMAS & NEW YEAR PERIODS** will be \$200 per dog in the Premium Accommodation & \$400 per dog in the Luxury Paws Penthouse. Any refund is given at the discretion of DCC Management. **Should a refund be given then a \$50 administration fee will apply per booking.** The full period booked will be charged during the Easter, Christmas and New Year Peak Periods even if the animal is picked up early so please book your dates carefully.
8. **Outstanding accounts for animal/s being delivered home** will be processed by credit card once departure is confirmed with the owner. Payment by cheque is by prior arrangement only with DCC Management.
9. **Elderly Guests owners must complete a Seniors Aged Care form and understand that additional charges may apply** should their dog require higher level, constant or palliative care whilst staying at DCC.
10. **Long term boarders** will pay monthly payments which shall be processed by credit card on the 1<sup>st</sup> of the month for the month in advance. If the animal departs before the end of the month any remaining credit will be refunded to the credit card. Any changes for long term bookings should be notified immediately.
11. Under no circumstances will DCC, or any of its employees or agents, **be held responsible for any items lost, destroyed or left behind** on these premises such as toys, bedding, collars, etc.

## VICTORIAN LEGAL RIGHTS & RESPONSIBILITIES

### Domestic Animals Act 2001 - Sect 64 (Part 5) – 64 thru 68

1. The owner specially represents that he or she is the sole owner of the animal, free and clear of all liens and encumbrances.
2. The owner agrees to pay all costs and charges for the special services requested, any special treatment needed and **any veterinary costs for the animal during the time the animal is in the DCC's care.** In the event of the animals illness and where the owner or their emergency contact cannot be readily contacted the veterinary surgeon's decision in relation to treatment of the animal shall be final. Owner agrees to give permission to DCC to allow personal information regarding the Owner and their animal to be given to or received from a duly licensed Veterinarian.
3. The owner agrees to be solely responsible for any and all acts or behavior of the animal while it is in DCC's care and hereby indemnifies DCC and shall DCC indemnified to the full extent permitted by law for any action of the animal which apart from this indemnity may have been created any liability on DCC.
4. **All charges incurred by the owner pursuant to this agreement must be paid before the animal leaves DCC's premises.**
5. If all charges are not paid, DCC has the right to offer the animal for public sale, rehome or surrender said animal in a manner which DCC may in its sole and absolute discretion deem appropriate. If such sale/ rehoming /surrendering does not secure a price adequate to cover the charges and the cost of sale/rehoming / surrendering, the owner is liable to DCC for any shortfall. DCC may take this course of action as set out herein if not advised of a pickup date within two (2) weeks of the last advised departure date at which time the animal will be deemed to be abandoned. **Any costs incurred to recover monies owed will also be the responsibility of the owner.**
6. Under no circumstance will DCC, or its employees, **be held responsible for Canine Cough / Influenza, Paralysis Tick, GSD (Bloat), injury, illness, death, loss or damage of any kind whatsoever** that may occur to any animal while in the control of DCC.
7. **By boarding their animal and/or signing these conditions the owner acknowledges their acceptance of the Conditions of Boarding Animals and certifies to the accuracy of all information given.** The owner acknowledges that by boarding their animal and/or the signing of this contract shall create a lien over the animal in favor of DCC which lien shall continue to exist whilst monies are owing to DCC pursuant to this agreement.

Signed By Owner \_\_\_\_\_

Date \_\_\_\_\_

Owners Name \_\_\_\_\_

Owners Drivers License Number (First Visit Only) \_\_\_\_\_

State Issued \_\_\_\_\_

Operator or Employee acting for the Operator Signature \_\_\_\_\_