



6 / 47 Albert Road, East Bunbury

.....



8 Billingham Road, Argyle

+PET TAXI

Owner Name

Address

Email

Valid Until End of

Pet Details

## Terms & Conditions for Down South Boarding Kennels, Down South Doggy Daycare and Pet Taxi

### General

#### Parties

This is an agreement between the proprietor of Down South Boarding Kennels ("DSBK"), Down South Doggy Daycare ("DSDDC") and the Owner (you) mentioned at top of this page.

#### Owner Warranties and Acknowledgement

The Owner warrants that; -

- i. Is the legal owner of the dog/s mentioned above
- ii. All information provided is true and correct
- iii. The person listed as the Emergency Contact has the Owners authority to give instructions, where The Owner is not contactable

#### Veterinary Treatment

If you dog/s require veterinary attention whilst in the care of DSBK or DSDDC the following shall apply:

- a. Except in the case of an emergency where time and circumstance do not permit, DSBK will attempt to contact the Owner or Emergency Contact. If neither Owner or Emergency Contact can be contacted or, is unwilling to make a decision in respect of the treatment of the dog/s within a reasonable time, then DSBK/DSDDC may make such decision as it sees fit in respect of veterinary treatment and DSBK/DSDDC will not be liable for the loss suffered as a result of any such decision.
- b. Where possible owners usual vet will be used where travel is no more than 30 minutes from DSBK or 10 minutes from DSDDC
- c. If the usual vet is unavailable, further than above time distance or travelling in the Pet taxi the selection of a veterinarian for treatment shall be at the discretion of DSBK/DSDDC.
- d. Owner is responsible for all veterinary costs including travel and any out of pocket costs and agrees to pay prior to or on check out date.
- e. DSBK and DSDDC will make reasonable attempts to contact Owner or the Owners Emergency Contact to obtain instructions concerning the treatment of the dog/s.

#### Social Media and Marketing

Photographs and/or videos of any pet at DSBK/DSDDC or using the Pet taxi may be used in social media and/or marketing. Names of dogs and owners will not be identified in the use of social media and/or marketing unless with prior written consent of the owner. DSBK/DSDDC may install surveillance cameras on the property and vehicles. All footage from video surveillance is property of DSBK/DSDDC and will not be provided to customers.

### Boarding and Daycare at Down South Boarding Kennels - Argyle

#### 1. Owner Warranties and Acknowledgement

- a. The Owner acknowledges that DSBK is a social 'off-lead' kennel, dogs may occasionally fight; some dogs without displaying symptoms may carry contagious diseases, fleas or ticks although all dogs boarding must be treated and vaccinated these may be transmitted to other dogs.
- b. Owner acknowledges for first time boarders at DSBK a complimentary trial is required for bookings over 7 days.
- c. Owner acknowledges dogs must be dropped off and picked up within the advertised operating hours of DSBK. Any out of hours actions are at the discretion of DSBK and will be charged for.

#### 2. Condition of Dog/s on Arrival

- a. Your dog/s must have a current C5 (or C3 and KC) vaccination that has not expired. Where vaccinations have expired or been given intranasal spray, dogs will not be accepted until at least 14 days after administration of re-vaccination. Puppies will be required to provide all three vaccinations with the third vaccination no less than 14 days.  
Failure to provide evidence of vaccination records will result in refusal to board or care for your dog/s.
- b. Your dog/s must be treated for worms, fleas and ticks at least once a month. Date of treatment to be provided each time before check-in, where dogs will be due during their stay or have not been treated will be treated by DSBK at cost of the Owner.
- c. Your dog/s must be microchipped, evidence of the microchip number is required prior to or on check-in.
- d. If upon arrival your dog/s are dirty and/or matted to the point where it is causing them obvious discomfort, any and all action will be taken by DSBK to rectify this for the comfort of the dog/s, this will be charged for without notice.

- e. Where personal items are brought into the kennels, you do so at your own risk. Items stay in your dogs allocated tray or kennel with them, however there is a chance they may go under fencing to the next dog. DSBK is not responsible for any damage or loss of personal items. Where washing of personal items is required and if able to do so, this will be charged for.
- f. Your dog/s must never have harmed, shown aggression or threatening behaviour towards any persons, dogs or other animals
- g. Socialisation is at the discretion of DSBK, unsterilised dogs over 12 months old will not be socialised
- h. DSBK reserve the right to refuse to board any dog that the owners of DSBK or their agents deem to be unsuitable for kennelling at DSBK. This right may be invoked at any time prior to, on or after the date you drop off your dog/s. If this right is invoked, you are responsible for arranging the collection of your dog/s by the close of opening hours on the day you are notified, full booking period will be charged for.

### 3. Fees and Cancellations

All fees are calculated at the rates set out on DSBK's website ([www.downsouthboardingkennels.com.au](http://www.downsouthboardingkennels.com.au)) and are charged per calendar day regardless of check-in or check-out times, the full period booked will be charged.

Fees may be increased up to 10% on 1 July each year without notice.

- a. 50% deposit required 7 days from date invoiced, to confirm your booking, where deposit is not received within 7 days and you cannot be contacted booking may be cancelled.
- b. All fees and associated charges quoted must be paid in full prior to or on check-in, minus any deposits paid.
- c. If you wish to cancel your booking, deposit is refunded according to the tables below:

#### Peak Periods (School Holidays, Public Holidays)

| Bookings cancelled or reduced less than 72 hours' notice require payment for full booking period |  |
|--|--|
| 14-day notice or less  | No Refund                                    |
| 15-30-day notice   | 50% refund of deposit less \$30 booking fee  |
| Over 30-day notice   | 100% refund of deposit less \$30 booking fee |

#### Non-Peak Periods

|                      |  |
|----------------------|--|
| 7-day notice or less | No Refund                                    |
| Over 8-day notice    | 100% refund of deposit less \$30 booking fee |

- d. No refunds, partial refunds or credits will be provided where dogs are collected before check-out date for any reason.
- e. Direct deposits must be cleared in Down South Boarding Kennels account or receipt provided of transfer on check-in, where receipt was provided funds must have cleared before check-out. Where funds have not cleared by check-out full payment required before collection of dog/s. Refund will be provided once initial payment received.
- f. The dog/s shall not leave DSBK until all fees, disbursements and out of pockets expenses incurred by DSBK (including boarding fees, veterinary expenses, special services required by owner, transport costs and any other charges incurred) have been paid for in full.
- g. Any costs incurred by DSBK in recovering or attempting to recover any outstanding monies including but not limited to debt collection agency fees, solicitor fees and court costs shall be paid by the Owner.

### 4. Day Care at Boarding Kennels

All dogs requiring Day Care in addition to already disclosed, must:

- a. Be de-sexed (if over 12 months old) certificate of sterilisation required prior to or on check-in
- b. Never have harmed, shown aggression or threatening behaviour towards any persons, dogs or other animals
- c. Be well socialised outside of Day Care facilities
- d. Be dropped off in the Morning opening hours and Picked up in the afternoon hours on the same day
- e. Not all dogs are suitable for Day Care and/or behaviours can change over time which may result in refusal to stay for Day Care
- f. There is no guarantee there will be a suitable play mate at the kennels for Daycare, your dog will spend some of its time in a kennel to ensure regular daily duties for maintaining kennels are complete or due to weather conditions.

### 5. Hydro Bath Care

Hydro Bath is available for booking, fees are disclosed on DSBK website

- a. Towel dry only, we will keep as warm as possible during and after the bath, but your dog may still be wet on pick up, to avoid chill please ensure kept warm.
- b. If your dog has any allergies or reacts to any shampoo or hydro bath treatments, then you must notify DSBK in advance.
- c. Some dogs do not like baths, which can cause anxiety or aggression, if at any point we feel uncomfortable or unsafe with the dog's behaviour, the process will be stopped immediately, full fees will be charged.

### 6. Failure to Collect Dog/s

- a. If your dog/s are not collected on the departure date agreed upon when your booking is confirmed by DSBK you shall be responsible for the continued cost of boarding your dog.
- b. If your dog/s are not collected within 3 days of the departure date, and with no contact from the Owner to make arrangements that are acceptable to us for the dog/s to be collected, at their option the dog/s become the property of the proprietaries of DSBK and give permission for us to re-home the dog/s as we see fit.

### 7. Release and Indemnity

All persons entering the Property do so at their own risk and all dogs boarding at the Property do so at the risk of their respective owners. Except as required by law and only to the extent so required, neither we nor any of our agents or employees shall in any way be liable directly or indirectly to any person or body for any loss or damage, cost or expense whatever including without limitation any personal injury or the death of any person or dog in or on or near the Property. Every person who enters the Property releases us and our agent and employees from all liability, loss, cost or expense incurred in connection with damage to or loss of anything or injury or death to any person or dog in or on or near the Property except to the extent that we caused or contributed to this by our negligence.

## Daycare at Down South Doggy Daycare – Bunbury

### 1. Owner Warranties and Acknowledgement

- a. Some behaviours are not conducive to the DSDDC environment. These include but are not limited to; aggressive behaviours, mounting, constant barking and fence jumping
- b. DSDDC does not accept entire male or females over the age of 7 months. If entire males, younger than 7 months old start to display any undesired behaviour we may ask you to keep them at home until they have been de-sexed
- c. DSDDC is a cage free environment that allows dogs to interact and play directly with one another off leash under supervision. All dogs act different and by nature can be unpredictable, therefore present a certain level of risk. You acknowledge and understand that there are certain risks involved in day care, including but not limited to injuries to people, dogs and property damage, additional charges may apply for property damage
- d. DSDDC and their staff have and will take every reasonable precaution possible compatible with a Day Care Centre environment to ensure health and safety of your dog. However, should an unlikely circumstance arise that results in the injury or loss of that dog you release DSDDC from any liability or claim for injury or loss associated with your dogs attendance and participation

### 2. Condition of Dog/s on Arrival

- a. Your dog/s must have a current C5 (or C3 and KC) vaccination that has not expired. Where vaccinations have expired or been given intranasal spray, dogs will not be accepted until at least 14 days after administration of re-vaccination. Puppies will be required to provide all three vaccinations with the third vaccination no less than 14 days.  
Failure to provide evidence of vaccination records will result in refusal to care for your dog/s.
- b. Your dog/s must be in good general health
- c. Your dog/s must be treated for worms, fleas and ticks at least once a month.
- d. Your dog/s must be microchipped, evidence of the microchip number is required prior to assessment day
- e. Your dog/s must never have harmed, shown aggression or threatening behaviour towards any persons, dogs or other animals
- f. If your dog shows suspected signs of Canine Cough or any other infectious disease he/she will not be permitted on to the premises, if noticed during the day by staff you will be contacted to arrange immediate collection

### 3. Drop off and Pick up Times

- a. Owner acknowledges dogs must be dropped off and picked up within the advertised operating hours of DSDDC. Fees will apply when dog/s are dropped off early or not collected within opening times, charged in 5-minute blocks, if delayed by 20 minutes for pick up, overnight accommodation will be arranged, you will be responsible for all cost incurred for transport and accommodation.
- b. DSDDC reserve the right to close if there are no pickup / drop offs scheduled during the allocated times.
- c. Where half day bookings are not collected by closing time full day rate will be charged
- d. On arrival and departure your dog requires to be on lead with a secure collar or harness that it cannot slip out of. Wait in reception until a staff member is available to take or return your dog

### 4. Fees and Cancellations

- a. All fees are calculated at the rates provided by DSDDC  
Fees may be increased up to 10% on 1 July each year without notice.
- b. All services must be pre-paid or paid for prior to or on check-in
- c. Weekly memberships and pre-paid packages are valid for the stated length of time only and are non-refundable, extreme circumstances may be applied for, DSDDC reserves the right to approve or deny these applications at their discretion
- d. Cancellation made within 24 hours or 'no-shows' on the day of the booking will be required to pay the full fee, unless a veterinary medical certificate stating why the dog was unable to attend is provided to DSDDC

### 5. Release and Indemnity

All persons entering the premises do so at their own risk and all dogs attending day care at the Doggy Day Care Centre do so at the risk of their respective owners. Except as required by law and only to the extent so required, neither we nor any of our agents or employees shall in any way be liable directly or indirectly to any person or body for any loss or damage, cost or expense whatever including without limitation any personal injury or the death of any person or dog in or on or near the Property. Every person who enters the Property releases us and our agent and employees from all liability, loss, cost or expense incurred in connection with damage to or loss of anything or injury or death to any person or dog in or on or near the Property except to the extent that we caused or contributed to this by our negligence.

## Pet Taxi Service

### 4. Owner Warranties and Acknowledgement

- a. For first time collections Owner is to be present for meet and greet and to specify any techniques when handling your Pet/s if required.
- b. DSBK is not an insurer and does not insure the animal or property carried, the highest care is provided to animals during the service. You acknowledge that by using DSBK Pet Taxi you do so at your own risk, and you will be legally liable for any damage or loss caused by your pet.
- c. If your pet has urinated, defecated, or vomited in the vehicle, you acknowledge to pay a cleaning fee.
- d. Your pet/s may be transported with other pet/s in the vehicle, DSBK will endeavour to only transport pet/s of same species if required to transport multiple at any one time.
- e. If your pet/s has aggressive tendencies or tendency to run away you must notify DSBK to obtain an assessment prior to transport.

### 2. Conditions of Pet/s to transport

- a. Your pet/s is to have adequate time to relieve itself prior to collection, on long distance transport a toilet break may be possible if there is a suitable location.
- b. Your pet/s must be ready by estimated collection time, this includes having harness on dogs and all other animals in secure transport carriers.
- c. Your pet/s must have current vaccinations prior to travelling, where vaccinations have expired, they will not be transported until 14 days after administration of re-vaccination. Minimum vaccination requirements:
  1. Dogs – C5 or C3+KC
  2. Cats – F3Evidence of vaccinations are required prior to collection; failure to provide evidence will result in refusal to transport.
- d. Puppies and Kittens that have not completed their course of vaccinations will be not be transported until 14 days after their final vaccinations.
- e. Your pet/s must be up to date with Flea, Worm and Tick treatment.
- f. Your pet/s must never have harmed, shown aggression or threatening behaviour towards any persons, dogs or other animals
- g. You will be notified of hand over to collecting party, DSBK is not liable for any incident that occurs in respect of your pet at the destination regardless of whether DSBK is booked to collect the pet after the visit including waiting times.
- h. You or nominated person, who is nominated in writing by owner to DSBK, must be present for return pet/s or property, pet/s or property will not be left unattended, additional wait times may be charged for if owner or nominated person is not present.
- i. Approximate pick up or drop off times will be provided for each journey, DSBK are not liable for any delays occurred.
- j. DSBK has the right to refuse transport of any pet/s or other property for any reason in DSBK discretion, if DSBK exercises this right on arrival for collection, you will still be required to pay DSBK the full fee for service.
- k. Livestock, wildlife, or marine life cannot be transported.
- l. One adult passenger may travel to appointments with the pet, at discretion of DSBK driver. However, DSBK is not licensed to carry human passengers and will not do so for a reward.

### 3. Fees and Cancellations

All fees are calculated at the rates set out on DSBK's website (<https://downsouthboardingkennels.com.au/rates/>) and are charged by distance travelled.

Fees may be increased up to 10% on 1 July each year without notice.

- a. 50% deposit required 7 days from date invoiced, to confirm your booking, where deposit is not received within 7 days and you cannot be contacted booking may be cancelled.
- b. All fees and associated charges quoted must be paid in full prior to or on collection, minus any deposits paid.
- c. If you wish to cancel your booking, deposit is refunded according to the tables below:

#### Peak Periods (School Holidays, Public Holidays)

|  |  |
|--|--|
| 14-day notice or less  | No Refund                                    |
| 15-30-day notice   | 50% refund of deposit                        |
| Over 30-day notice   | 100% refund of deposit less \$30 booking fee |
| Bookings cancelled or reduced less than 48 hours' notice require payment for full booking period |  |

#### Non-Peak Periods

|                        |  |
|------------------------|--|
| 24-hour notice or less | No Refund                                    |
| Over 24-hour notice    | 100% refund of deposit less \$30 booking fee |

- d. Direct deposits must be cleared in Down South Boarding Kennels account before collection.
- e. DSBK may refuse to transport pet/s where payment is not paid in full prior to pick up, unless otherwise agreed by.
- f. Any costs incurred by DSBK in recovering or attempting to recover any outstanding monies including by not limited to debt collection agency fees, solicitor fees and court costs shall be paid by the Owner.

### 4. Release and Indemnity

All persons using DSBK Pet Taxi for their pet/s or property do so at their own risk and all pet/s or property travelling in a DSBK vehicle do so at the risk of their respective owners. Except as required by law and only to the extent so required, neither we nor any of our agents or employees shall in any way be liable directly or indirectly to any person or body for any loss or damage, cost or expense whatever including without limitation any personal injury or the death of any person or pet/s in or on or near the Vehicle or Property. Every person who is using DSBK vehicle releases us and our agent and employees from all liability, loss, cost or expense incurred in connection with damage to or loss of anything or injury or death to any person or pet/s in or on or near the vehicle or DSBK property except to the extent that we caused or contributed to this by our negligence.

By making and continuing with a booking for services with DSBK or DSDDC I agree that I have read and understood the above Terms and Conditions.