



Owner Name

Address

Email

Valid Until End of

Pet Details

## Terms & Conditions for Boarding your Dog/s

### 1. Parties

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

### 2. Owner Warranties and Acknowledgement

- a. The Owner warrants that; -
  - I. Is the legal owner of the dog/s mentioned above
  - II. All information provided to DSBK 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
- b. 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.
- c. Owner acknowledges for first time boarders at DSBK a complimentary trial is required for bookings over 7 days.
- d. 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.

### 3. 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. Your dog/s must never have harmed, shown aggression or threatening behaviour towards any persons, dogs or other animals
- f. Socialisation is at the discretion of DSBK, unsterilised dogs over 12 months old will not be socialised
- g. 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.

### 4. Veterinary Treatment

If you dog/s require veterinary attention whilst in the care of DSBK 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 may make such decision as it sees fit in respect of veterinary treatment and DSBK 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.
- c. If the usual vet is unavailable or further than 30 minutes from DSBK, the selection of a veterinarian for treatment shall be at the discretion of DSBK.
- 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 will make reasonable attempts to contact Owner or the Owners Emergency Contact to obtain instructions concerning the treatment of the dog/s.

## 5. Fees and Cancellations

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

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.
- 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.

## 6. Day Care

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

## 7. 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.

## 8. 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.

## 9. Social Media and Marketing

Photographs and/or videos of any pet boarding 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 may install surveillance cameras on the property. All footage from video surveillance is property of DSBK and will not be provided to customers.

## 10. 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.

By making a booking at DSBK I agree that I have read and understood the Down South Boarding Kennels Terms and Conditions.