



The Pets Hotel Country Club Client Agreement and House Rules

Client Name: _____
Pet Name: _____
Pet Breed: _____

This is a Contract between Elcho Park Boarding Kennel and Cattery Pty Ltd trading as The Pets Hotel Country Club (hereinafter called "The Pets Hotel Country Club") and the pet owner whose signature appears below (hereinafter called "Owner")

- Owner agrees to pay the total amount due for boarding on the date the pet is checked out of The Pets Hotel Country Club.
- Owner further agrees to pay all costs and charges for special services requested, and all veterinary costs for the pet during the time said pet is in the care of The Pets Hotel Country Club.
- Owner further agrees that the pet shall not leave the Hotel until Owner pays all charges to The Pets Hotel Country Club.
- By signing this Contract, Owner authorises The Pets Hotel Country Club to charge all outstanding money to the credit card provided by Owner.
- By signing this Contract and leaving his or her pet with The Pets Hotel Country Club, Owner certifies to the accuracy of all information given about said pet on Reservation Form.
- All pets in our care are housed in accordance with the Government of Victoria Code of Practice for boarding establishments. Under no circumstances will The Pets Hotel Country Club or its employees be held responsible for Canine or Feline influenza, illness, injury, death, loss or damage of any kind that may occur to your pet while in the care of the Country Club.
- If the pet becomes ill or if the state of the pet's health otherwise requires Veterinary or other professional attention, The Pets Hotel Country Club in its sole discretion, may engage the services of a veterinarian or other professional according to Part 5 of the Code of Practice for Boarding Establishments and the expense thereof shall be paid by the owner.
- Should your pet damage The Pets Hotel Country Club property, you will be billed for the replacement. No responsibility will be accepted for loss or damage to items accompanying your pet.
- Owner accepts that their pet's image may be shared via our website and social media channels on the World Wide Web.
- The owner agrees that all dogs who stay one night or more with us will receive a bath at a cost of \$12.00 for small dogs and \$15.00 for medium and large dogs (price based on size is subject to The Pets Hotel Country Club discretion).

HOUSE RULES

- **Vaccinations:** Every pet must have a current vaccination prior to checking-in. Pets that have not been vaccinated for more than 12 months must be vaccinated no less than ten (10) days before checking-in for boarding or day-care activities. If your pet is due for their updated vaccination, we are happy to arrange the vaccination for you. It is the Owner's responsibility to ensure that current records have been received by The Pets Hotel Country Club prior to your arrival date or at check-in. Refusal often offends. Required vaccinations are as follow:
 - **Dogs Require:** Minimum C5 Vaccination. This vaccination covers Distemper, Hepatitis, Parvovirus, Para influenza and Boardatella bronchiseptia. Note: Dogs that receive the new 3 yearly vaccination must still have a yearly canine cough vaccination.
 - **Cats Require:** Minimum F3 Vaccination. This vaccination covers Feline Enteritis and Cat Flu.

- **Flea, Tick and Worm Treatments:** All pets must have had recent flea and worm treatment not more than 1 month prior to check in as per the Victorian Code of Practice for Boarding Kennels and Catteries. Any pets coming into the kennel that are found to have fleas or worms will receive immediate treatment at the cost of the owner. Tick treatment must be up to date for pets arriving from regions susceptible to ticks.
- **Safe Transfer:** Your pet's safety is important, therefore, ALL pets entering and exiting The Pets Hotel Country Club must be on a leash or in a carrier until they are in the control of a Pet Attendant. The Pets Hotel Country Club provides identification collars upon arrival; therefore, all carriers, leashes, collars and harnesses will be returned to owner upon check-in.
- **Entire Dogs:** If your Dog is an Entire male, they will not be socialized with other dogs. It is not a reflection on the dog himself, as entire animals can be extremely social and well behaved. It is more so because the dynamics of the packs' of dog's changes considerably and therefore makes it an unstable environment and can lead to fights. We have duty of care to all clients and will endeavor to do our best to assess all dogs to find them suitable playmates. Their playtimes will be one dog per yard and will be given the same time as a group. Due to hygiene issues we do not accept Entire cats.
- **Hours:** The Pets Hotel Country Club provides 24-hour care to your pets; however, the standard reception hours are between 8:30am and 5:45pm Monday, Tuesday, Thursday and Friday, 8:30am to 10:30am Wednesday, 8:30am to 12:45pm Saturday and 11:00am to 5:00pm Sunday. We are CLOSED all Public Holidays. Facility tours will be conducted daily between 10:30 am and 3:30 pm. Pets are not allowed on the tours.
- **Reservations:** Bookings outside of peak periods do not require a deposit. During Christmas and Easter a 20% non-refundable booking fee is required. The booking fee will be credited to your account if cancellations are made no later than 20 days prior to arrival. We have a 10-day minimum booking over the Christmas holiday season. There is a 5-day minimum booking over Easter and a two-day minimum over long weekends. We accept cash, EFTPOS, Visa and MasterCard. If you require accommodation during school holidays it is advisable to book early. Please make us aware if someone other than yourself is picking-up your pet, as a matter of security, pets will not be checked-out to people who we are not expecting.
- **Rates:** All rates are based on twin share accommodation. The Pets Hotel Country Club has a buddy policy which we recommend for most dogs. We match dogs according to size, age and activity level, and then we monitor them to ensure there are no "personality clashes". Some dogs must be boarded on their own due to size, temperament or breed characteristics. A single supplement may be charged on weekends and in peak seasons if single accommodation is required. You are charged for the first day of boarding regardless of the time that you check-in. Your check-out day is free if you check-out prior to 10:00am Monday to Saturday or between 11:00am and 12:00pm on Sundays.
- **Health Care:** The health and safety of your pet is important to us; therefore, if your pet becomes sick or is injured during their stay, The Pets Hotel Country Club will seek Veterinary treatment. All Veterinary accounts will be required to be paid by the pet's owner as outlined in the Boarding Agreement.
- **Food:** The Pets Hotel Country Club only feeds premium quality foods that do not contain preservatives or additives. If your pet has special dietary requirements we will feed your own food as long as it is prepackaged in each serving size or is easily dispensable, with your pets name on it. Special Feeds are charged at \$1.50 per serving due to additional handling and administrative procedures involved.
- **Medication:** The Pets Hotel Country Club will administer oral and topical medications at a rate of \$1.50 per dosage, unless it is for Eye or Ear treatment or The Pets Hotel Country Club deems the pet to be difficult to administer, which will incur a \$2.50 charge per medication administration (as these take more time to administer to the pets). The Pets Hotel Country Club can only accept medication that is directly labelled by the prescribing veterinary clinic. Medications that do not have a clear, unaltered veterinary label displayed on the packaging cannot be accepted or administered. This does not include off the shelf natural, homeopathic or alternative treatments.
- **Exercise:** The Pets Hotel Country Club's aim is for every V.I.P. to have a fun-filled time whilst in our care. To ensure this is met, we include a daily Playtime as a standard service for all dogs. Cat plays are not automatic as some cats are not fond of handling. However, if your cat loves to cuddle and play, these sessions can be booked. Additional activities are also available for all pets, please see our services menu.

- **Bedding and Belongings:** The Pets Hotel Country Club provides every pet with clean and comfortable bedding and a variety of safe toys. To maintain our high standard of safety and sanitization we cannot accept any pet belongings. However, we can accept a small reminder of you e.g. old T-Shirt. Please be aware that this item may be destroyed or lost, The Pets Hotel Country Club holds no responsibility for any items brought in to the facility with any pet! We suggest not leaving anything at The Pets Hotel Country Club that wouldn't be missed or is expensive.
- **General:** The Pets Hotel Country Club reserves the right to refuse admittance to any pet who does not have proof of current vaccination, displays signs of having a contagious condition or demonstrates aggressive behaviour. Our prices, policies and hours are not negotiable and are subject to change without notice.
- **Bathing:** Your dogs will spend much of their time playing, as a result they will become dirty. To ensure your dog returns home feeling, looking and smelling like a V.I.P. all dogs who stay one night or more with us will receive a bath at a cost of \$12.00 for small dogs and \$15.00 for medium and large dogs (price based on size is subject to The Pets Hotel Country Club discretion).

The Pets Hotel Country Club Vet Authority

I acknowledge and accept that The Pets Hotel Country Club will obtain Veterinary assistance should it be necessary whilst my pet is in their care. I understand that all expenses incurred will be invoiced to and payable by the owner as legally required in Part 5, Domestic (Feral & Nuisance) Animals Act.

On very rare occasions pets may suffer from conditions that require extensive Veterinary care and treatment. As a result these treatments can be very expensive. For example, if your dog suffers gastric torsion (bloat) and requires emergency surgery then this treatment can incur an expense of between \$7,000 to \$10,000.

The Pets Hotel Country Club will make every effort to contact you in these emergencies; however, in the event that you are not contactable it is important that you provide your emergency contacts with detailed instructions, regarding your directions in relation to spending limits and any decisions that need to be made for humane reasons on your behalf.

At least one emergency contact who is contactable and authorised to make these decisions must be provided to The Pets Hotel Country Club with every stay.

Emergency Contacts

MUST BE DIFFERENT FROM ANY OWNERS/ PARTNERS OF THE PET

All emergency contacts must know the pet and be aware that they are noted in case of emergency as they will be responsible for making any decisions on your behalf should you be un-contactable.

1st Contact's Name _____

Contact number _____

Email Address _____

Relationship to owner _____

2nd Contact's Name _____

Contact number _____

Email Address _____

Relationship to owner _____

Current veterinary Clinic _____

I request that my dog be housed with other dogs* - **Yes / No**

**I understand that requesting that my dog not be housed with other dogs may make them ineligible to board during peak periods.*

I request that my dog be exercised with other dogs - **Yes / No**

I confirm that my pet has been vaccinated within the last 12-months but no less than 10 days prior to check-in - **Yes / No**

I confirm that my pet is up to date with flea treatment - **Yes / No**

I confirm that my pet is up to date with worming treatment - **Yes / No**

Would you like to receive our Newsletter - **Yes / No**

If yes, please supply email address: _____

Owner: _____ Date: _____