

## Terms and conditions

This is a Contract between [A Waggin' Good Time Pet Resort](#) (hereinafter called [A Waggin' Good Time](#)) and the pet owner whose signature appears below (hereinafter called "Owner")

- Owner agrees to pay the total amount due for boarding prior to or on the date the pet is checked out from [A Waggin' Good Time](#).
- 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 [A Waggin' Good Time](#).
- Owner further agrees that the pet shall not leave the Resort until Owner pays all charges to [A Waggin' Good Time](#).
- By signing this Contract and leaving his or her pet with [A Waggin' Good Time](#), 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 [A Waggin' Good Time](#) 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 Resort.

- If the pet becomes ill or if the state of the pet's health otherwise requires Veterinary or other professional attention, [A Waggin' Good Time Pet Resort](#) at 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 [A Waggin' Good Time Pet Resort](#) 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 used online.

### HOUSE RULES

#### · **Vaccinations and Worming.**

As a legal requirement 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, day-care, training, grooming or other 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 [A Waggin' Good Time](#) prior to your arrival date if not we can not except booking and refusal often afends.

**Required vaccinations are as follow: - Dogs Require: - 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: - F3 Vaccination. This vaccination covers Feline Enteritis and Cat Flu.

### • Safe Transfer:

Your pet's safety is important, therefore, ALL pets entering and exiting The Pet Resort must be on a leash or in a carrier until they are in the control of a Pet Attendant.

[A Waggin' Good Time](#) 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 either an Entire male or female, they will not be played with other dogs.

It is not a reflection on the dog himself/herself, 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.

If your dog is deemed suitable, group play may be allowed, however this is entirely at [A Waggin' Good Times](#) discretion.

Their playtimes will be one dog per section of exercise area and they will be given the same time as a group.

### Hours:

[A Waggin' Good Time](#) provides 24 hour care to your pets; however the standard reception hours are between 7:00am and 6:30pm Monday to Friday, 9:00am to 4:30pm Saturday and Sunday.

Reception service can be provided outside of these hours with prior arrangement (Fees apply). Facility tours will be conducted daily between 11:00 am and 2:00 pm. Pets are not allowed on the tours. Booking must be made prior to tour.

### • Reservations:

Bookings will be taken upon payment of a 20% booking fee. The booking fee is refundable if cancellations are made no later than 20 days prior to arrival in holiday season and 10 days prior in off-peak season.

We have a 10-day minimum booking over the Christmas holiday season.

There is a 7-day minimum booking over Easter and a two-day minimum over long weekends.

We accept cash, bank transfer, EFTPOS, 1.2% surcharge, Visa and MasterCard. American Express transactions incur a 1.59% surcharge.

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 check-out to people who we are not expecting.

Due to high demand we require a 20% booking fee that is only refundable if cancellation is confirmed 48 Hours in advance of the booking made.

This stands for any Dog and Cat booked with us

### • Rates:

All rates are based on twin share accommodation.

A Waggin' Good Time 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.

### • 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,

A Waggin' Good Time 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 and Medication:

Food:

A Waggin' Good Time only feeds high quality food such as Royal Canin and Black Hawk dog foods

If your pet has special dietary requirements we will feed your own food as long as it is prepackaged in each serving size with your pets name on it.

Special Feeds are charged at \$1.50 per serving.

Medication:

A Waggin' Good Time will administer oral and topical medications at a rate of \$1.50 per dosage.

All medications must clearly display the veterinary label on the packaging.

### • Exercise:

A Waggin' Good Time aim is for every animal to have a fun-filled time whilst in our care.

To ensure this is met, we include a daily Playtime between 8am till 11am and 2pm till 4pm as a standard service for all dogs.

Additional activities are available.

See our services menu.

Cat plays are not automatic as some cats are not fond of handling.

However if you have a cat who loves to cuddle and play, these sessions can be booked.

### • Bedding and Belongings:

A Waggin' Good Time 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.

Please be aware that this item may be destroyed or lost, A Waggin' Good time holds no responsibility for any items brought in to the facility with any pet! We suggest not leaving anything at Resort that wouldn't be missed or is expensive.

### • General:

A Waggin' Good Time 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 5 night. or more with us will receive a hydro bath at no extra cost.

I am aware that my dog may be housed with other dogs (initial) Yes / No \_\_\_\_\_

I am aware that my dog be exercised with other dogs (initial) Yes / No \_\_\_\_\_

Signed Owner \_\_\_\_\_ Date: \_\_\_\_\_