

# BOARDING AGREEMENT



Client Name: \_\_\_\_\_

Pet Name : \_\_\_\_\_

Pet Breed: \_\_\_\_\_

**This is a Contract between Elcho Park Boarding Kennel and Cattery Pty Ltd trading as Pets Country Club (hereinafter called “Pets 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 Pets 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 Pets Country Club.
- Owner further agrees that the pet shall not leave the Club until Owner pays all charges to Pets Country Club.
- By signing this Contract, Owner authorises Pets 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 Pets Country Club, Owner certifies to the accuracy of all information given about said pet on Reservation Order 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 Pets 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, Pets 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 Pet 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 Internet. Please inform us if you wish for this not to be the case.
- The owner agrees that all dogs who stay one night or more with us will receive a bath at the cost of \$25.

- **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, day-care or day spa activities. It is the Owner's responsibility to ensure that current records have been received by Pets Country Club prior to your arrival date. Refusal often offends.

Required vaccinations are as follow:

- **Dogs Require:** Minimum C5 Vaccination. This vaccination covers Distemper, Hepatitis, Parvovirus, Para influenza and Bordetella bronchiseptica. 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.

**\*Please Note:**

1. Dogs that receive the new 3 yearly vaccination must still have a yearly canine cough vaccination.
  2. All puppies and kittens under 12 months old, need to have fully completed their course of vaccinations at least 10 days prior to checking in and we need to see proof of all vaccinations administered prior to check in.
  3. Pets Country Club, nor any pet service facility accepts responsibility for dogs contracting Canine Cough. For more information see '[CANINE COUGH INFORMATION](#)' under 'our forms' on our web page, or talk to our friendly staff
- **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 Pets Country Club must be on a leash or in a carrier until they are in the control of a Pet Attendant. Pets 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 played 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 group of dogs' changes considerably and therefore makes it an unstable environment which can lead to fights. We have duty of care to all clients and will endeavour 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:** Pets Country Club provides 24-hour care for your pets; however, the standard reception hours are, Monday – Friday 8:30am - 12pm & 3pm - 5:45pm | Saturday 8:30am - 11:45am | Sunday 12pm - 3.45pm. We are CLOSED on Public Holidays. Facility tours will be conducted daily during opening hours outside of peak periods. Pets are not allowed on the tours.
- **Reservations:** All Bookings will be taken upon payment of a 20% non-refundable booking. The booking fee will be credited to your account if cancellations are made no later than 20-days prior to arrival. Late cancellations will incur a 10% administration charge and the balance will remain as a credit. There are minimum-stay charges applied in Peak Period. We accept cash, Portal Payments, EFTPOS, Visa and MasterCard. If you require accommodation during weekends or 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. Pets Country Club has a buddy policy which we recommend for most dogs. We match dogs according to size, age and activity level, 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. Suitability is made at the discretion of Pets Country Club. A single supplement will be charged if Private 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 1:00pm on Sundays.
- **Age Care:** You accept, understand and agree that due to additional care for our older V.I.P's, any pet over the age of 12years will automatically go into our 'Age Care' program at the cost of \$5 per day. This cost covers the service fee on both Medication and Own Food.
- **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, Pets 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:** Pets 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. The food must be prepackaged in each serving size or is easily dispensable(with correct measurements), with your pet's name on it. Special Feeds are charged at \$1.50 per serving. Should Pets Country Club be required to purchase more of the supplied food or an alternative that has been recommended, all cost will be invoiced to the client.

- **Medication:** Pets Country Club will administer oral and topical medications at a rate of \$1.50 per dosage. If Pets Country Club deems the pet to be difficult to administer, you will incur a \$2.50 charge per medication administration. Pets 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:** Pets Country Club 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. Additional activities are available, see our services menu for options. 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:** Pets 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; Pets Country Club holds no responsibility for any items brought in to the facility with any pet! We suggest not leaving anything at Pets Country Club that would be missed or is expensive.
- **General:** Pets 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. Dogs less than 3 months old and cats less than 3 months old, will not be accepted for overnight boarding other than in exceptional circumstances. All images of and taken within the Pets Country Club are owned by Pets Country Club and are subject to copy write laws.
- **Brushing:** To maintain longer haired pet coats, there is a compulsory brushing every 5 days that will be applied, at a cost of the owner.
- **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. We do not bath cats.
- **Health and Safety:** We will not tolerate any violent and/or abusive behaviour. Any breaches will be reported to the authorities. This behaviour is measured at discretion of Pets Country Club.

## **Pets Country Club Vet Authority**

I acknowledge and accept that Pets 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.

Pets 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 Pets Country Club with every stay.

The invoice for the Veterinary consult and treatment will be charged on the day to the credit card provided. A Veterinary Bond of \$300.00 is to be provided on check in by the client for any booking where a credit card is not provided.

---

---

### **Please fully complete the below:**

- I request that my **dog** be housed with other **dogs/Siblings\*** - **Yes / No**  
*\*I understand that requesting that my dog **not** be housed with other dogs may make them ineligible to board during peak periods and a private accommodation surcharge will be applied.*
- I request that my **dog** be exercised with other dogs - **Yes / No**
- I confirm that my pet is fully up to date with their vaccinations - **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**

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