

# Vin View Pet Lodge Canine to 5 Terms and Conditions 2021

The following set of terms and conditions are specific to dogs who attend doggy day care and are in addition to our standard terms and conditions. Our standard terms and conditions must be agreed to and signed by the owner.

## Availability

- Day play is only available during the week days – Monday - Friday.
- Drop off is between the hours of 8am – 11am and pick up is between 3pm – 5pm.
- If you are late to pick up your dog and do not contact us by phone/text to advise you are running late, you will be charged the standard boarding rate for your dog.
- We reserve the right to keep your dog overnight for collection the following day should you not be able to collect within a suitable time frame.
- Day play does not operate during peak periods, this includes school holidays and public holidays.
- Day play shuts down over the Christmas and the New Year period. Specific dates will be advised in advance.
- To ensure a safe environment, all dogs must arrive and depart on a lead.

## Suitability & Behaviour

- All dogs will be assessed for their suitability for doggy day care. This will involve it undergoing an assessment prior to it being accepted. Not all dogs are suited to day play.
- We may suggest the best day for your dog based on its temperament and the groups we have already.
- If your dog shows signs of ongoing anti-social behaviour during day play we will discuss it with you. This behaviour may result in your dog being unable to attend doggy day care.
- Male dogs over 1 year of age that are entire are not eligible in Canine to 5. Exceptions may apply.

## Health

- Female dogs on heat are not permitted and must have finished being on heat for at least one week before returning.
- Any dogs who have had or are showing symptoms of Canine Cough are not permitted until the symptoms have ceased for at least 5 days or more and have finished medication given by their vet (if applicable).
- Any dogs with injuries or recovering from a vet procedure are not permitted.
- Food is not given to dogs during day play, if your dog requires lunch, you may provide us with its food and we will feed it.

## Bookings & Payment

- Payment is required at the time of drop off or pick up unless you have made prior arrangements with us.
- If you have booked a day and do not turn up you will be charged for that day.
- If you have a permanent day and you wish to cancel one of them you must give us 48 hours' notice otherwise you will be charged for that day.
- Casual day play bookings may not always be available.
- Bookings are to be made by email, phone or text.

## Owner details

*I have read, understand and agree to the above terms and conditions for Canine to 5.*

Name:.....

Dogs Name:.....

Signature:.....

Date:.....