

Christmas & New Year Terms and Conditions 2022

The below terms and conditions are in addition to our standard terms and conditions <https://www.vinviewpetlodge.co.nz/terms-and-conditions>. They apply for all bookings where the stay covers the Christmas and/or New Year period.

These additions are to make it fair for all our customers and ensure the safety of all pets in our care during this busy period.

Bookings:

- All bookings will receive a confirmation email, please check the dates and the drop off and pick up times.
- We do not accept bookings for dogs that have not stayed with us before or not stayed in the last 2 years, as we need to know their personality and doggy friend preferences so that we can house them in a suitable area where everyone will be safe, comfortable and have an enjoyable stay.
- At peak times we only board dogs registered with the Marlborough District Council.
- We reserve the right not to board your dog in our communal environment if we believe that it is not suitable for that environment at all, or not suitable in busy periods. We have limited space for dogs that require independent chalets.
- If your dog, while housed in the communal area displays signs of aggressive or other anti-social behaviour and we are unable to move it to other areas you will be required to come and collect it.
- You must advise the time slot you will drop off and pick up (AM or PM).

Booking Deposit:

- A \$50 per pet non-refundable/non-transferable deposit is required to confirm your Christmas/New Year booking. If your deposit is not received within 7 days of making your booking the space will be released.
- The deposit is deducted from the total cost of the stay upon your pets check out.
- By paying the deposit you agree to our terms and conditions.

Changes & Cancellation fees:

- If you cancel your booking, you will forfeit your deposit
- You may change your booking up to 10 days prior to drop off without incurring any fees
- Changes made within 10 of drop off date that reflect a reduction in days or pets booked will incur a fee if we are unable to fill the space due to short notice. Fees may include the daily rate charge for all or some of the days/pet cancelled.
- If you cancel your entire booking 3 days or less prior to drop off date you will be charged for the number of days booked
- We may be unable to accommodate your changes due to availability of space
- Changes include shorting or lengthening the period of stay, reducing the number of pets staying, changing the drop off or pick up time slot

Entire males & bitches

- We reserve the right to limit the number of entire males we board at this time; due to the communal environment of the kennels we only board entire males individually or, if suitable, with desexed females.
- We do not accept bitches in season. If your dog comes into season it must be removed immediately from the kennels. We will require you to supply the contact number of the person you have chosen to come and pick up your dog.

Payment:

- Balance of payment may be made upon drop off or pick up
- We accept payment via eftpos, credit card or cash

- Internet banking for the balance of stay is accepted however it must be paid into our account prior to the pick up of your pet. Please bear in mind that with the public holidays payments can be delayed and to factor this in when making your payment.

Vaccination requirements:

- Please click here for the link to our vaccination requirements.
Cats: <https://www.vinviewpetlodge.co.nz/cat-stays>
Dogs: <https://www.vinviewpetlodge.co.nz/dog-stays>
- If you cannot provide vet records that your cat and/or dog is vaccinated it will be refused entry.

Opening hours over the Christmas & New Year Period:

- Friday 23 Dec: morning 8-11am and afternoon 3-5pm
- Saturday 24 Dec – morning only 8- 11am
- Sunday 25 Dec (Christmas Day) & Monday 26 Dec (Boxing Day) – **CLOSED**
- Tuesday 27 Dec – Fri 30 Dec: morning 8-11am and afternoon 3-5pm
- Saturday 31 Dec – morning only 8-11am
- Sunday 01 Jan (New Years Day) – **CLOSED**
- Monday 02 Jan onwards normal hours
- We do not offer after-hours drop off or pick ups.
- Changing your drop off or pick up time slot may not be possible due to the high volume of bookings. For example: if you have booked to collect your dog in the morning you may be unable to change that to the afternoon as there could be a dog going into that spot that afternoon and the accommodation has to be ready for the next guest.