



Vin View Pet Lodge Terms and Conditions

We are committed to the well-being and happiness of your pet while in our care, in leaving your pet with us you agree to the below terms and conditions, designed to ensure the safety and security for all parties involved.

General

- Drop off and picks must be undertaken during our operating hours.
- While the proprietors and their employees will take all reasonable care and precaution, we will not be held responsible for injury, death, escape or damage of any kind whatsoever that may occur to your pet, boarding your pet is entirely at your own risk.
- We will do our best to ensure that everything you bring is returned to you in good condition, but cannot take responsibility for any items lost/ damaged/ destroyed or soiled. We will not accept any bean bag style bedding or toys which we deem may create issues with the other dogs, such as squeaky toys.
- We may use photos of your pets for marketing purposes, if you do not wish photos of your pet to be used you must advise us.
- Pets that are not claimed within 14 days after due pick up date are classified as abandoned. We shall have the right to dispose of the animals as we see fit. This shall not release you, the owner, from liability for any unpaid fees or charges.

Vaccinations

- In order to protect all our guests, no pets are admitted without proof of current vaccinations. If your pet is not up to date with its vaccinations we have the right to refuse to board your pet. Refer to our website for vaccination requirements.

Health & welfare

- You will provide us with all the information concerning your dog or cat, including its sociability, behavioural traits, special diets, allergies or medication.
- We reserve the right to refuse to board any dog/cat that is clearly unwell or shows the potential for negative behaviour that may place other animals and staff at risk.
- You understand we operate a communal interactive group environment within the dog kennels and you accept the positive risks involved.
- Not all dogs are suitable for the communal environment, we reserve the right to determine the type of accommodation for your dog.
- If your dog shows signs of ongoing anti-social behaviour during play we reserve the right not to mix it with other dogs or refuse to board it.
- Pets that are boarding will have recently been treated for worms and fleas prior to arrival.
- You consent for us to contact your vet to access health and vaccination records history.
- Should your pet become unwell and require veterinary opinion, we will consult with your vet or a vet local to us. Depending on the circumstances, we will attempt to contact you but we will be guided by the attending vet concerning the wellbeing of your pet. Any expenses incurred will be at your expense.
- If your pet is on medication, we will dispense as per the vets instructions, please ensure you bring enough to cover its stay. A small charge will apply for the dispensing of medication.
- If your pet is on a special diet, you are welcome to bring its own food for us to use. There will be no reduction in fee for this.
- You agree not to board your female dog while "in season". If your dog comes on heat you agree to remove it immediately.

Charges

- Fees are charged at a per day rate and will start on the day of arrival. Pickups before 11am will not incur a charge for the day.
- Payment is required in full upon pick up unless you have prepaid your booking. You agree to pay all charges relating to your dog, including additional fees for an entire male, medication dispensing, heated rooms.
- We reserve the right to charge for all days booked including unused days in the event of your pet being picked up before the due date of departure. Cancellation fees apply for booking cancelled less than 48 hours before drop off date.
- You will notify us if anyone else intends to collect your pet. If a person is unknown when collecting your pet you will be contacted otherwise refusal may be given.

Day Boarding

- Day boarding is only available during the week days. During peak periods we may not accept day boarders. Peak periods include school holidays, public holidays. There is no day boarding during the Christmas and New Year period (18Dec-06Jan)

Owner details

I have read, understand and agree to the above terms and conditions.

Name:.....

Pet/s Name: Type/Breed:.....

Address:

Contact phone #: Mobile #:..... Email:.....

Signature:..... Date:.....