

THE DOG HOUSE PET RESORT DOG BOARDING AGREEMENT

This Client Agreement sets out the agreement between **The Dog House Pet Resort Pty Ltd ACN 130 425 697 (TDH)** and the dog owner (**Dog Owner**), and the terms and conditions on which TDH will accept the dogs listed above for boarding at The Dog House Pet Resort (**Business**) at 575 Ghazeeopore Road, Mount Duneed, Victoria, 3217 (**Premises**).

Dog Owner's Name _____

Dogs Name _____ **Breed** _____

Dogs Name _____ **Breed** _____
(Dog(s))

The parties agree as follows:

1. Fees

- (a) The Dog Owner must pay the fees as published on TDH's website 'www.thedoghousepetresort.com.au' (**Website**) or as otherwise notified to the Dog Owner by TDH prior to or on the day of delivery of the Dog(s) to the Premises (**Fees**) as consideration for the boarding of the Dog(s) by TDH.
- (b) The Dog Owner must pay all Fees outstanding on or before discharge of the dog by TDH from the Premises.
- (c) All Fees are calculated by calendar day.
- (d) During peak periods the Dog Owner must pay the Fees for all days booked by the Dog Owner.
- (e) The Dog Owner must pay Fees for the minimum booking periods set by TDH over Christmas and Easter periods.
- (f) The Dog Owner must pay a non-refundable deposit as notified by TDH to the Dog Owner for bookings during all peak periods at the time of booking, as published on the Website, being the consideration for holding the booking.
- (g) TDH may in its discretion apply a deposit received to the next booking of an Dog Owner if 30 or more days notice is given prior to first date of the Dog Owner's booking.

2. TDH's obligations

- (a) TDH will ensure the Business complies with all applicable laws and codes and is audited annually.
- (b) Subject to clause 3(a), TDH will use all reasonable endeavours to ensure that the Dog(s) are housed in safe hygienic conditions, provided premium quality diets, exercised regularly and receive daily health checks.

3. Risk and Release

- (a) The Dog Owner delivers and leaves the Dog(s) at the Premises at the Dog Owner's own risk.
- (b) The Dog Owner acknowledges and agrees that TDH will not be liable for, and the Dog Owner releases and discharges TDH in relation to, any claims whatsoever or any other obligations arising out of, related to or connected with the Dog(s) boarding at the Premises including (without limitation) any escape, virus, illness, weight loss, injury, increased anxiety or death of the Dog(s) during their stay.

4. Veterinary Treatment

- (a) If TDH believes (in its reasonable opinion) that any Dog(s) requires veterinary attention, TDH may arrange for the Dog(s) to be taken to the preferred vet practice (where possible). The Dog Owner must sign the Veterinary Consent to give authority to TDH to give or receive personal information to or from any veterinarian who treats the Dog(s).

- (b) TDH will notify the Dog Owner or contact person as nominated person by the Dog Owner if the Dog(s) receive veterinary treatment. The Dog Owner must pay on demand and indemnifies TDH in relation to any veterinary expenses.

5. Arrivals and Departures

- (a) TDH will inspect the Dog(s) on arrival and will record body score, weight and coat condition. TDH reserves the right to refuse entry of any Dog(s) at any time for any reason.
- (b) The Dog Owner must only deliver and collect the Dog(s) strictly within the advertised reception hours.
- (c) If the Dog Owner wishes to collect the Dog(s) prior to the scheduled departure date the Dog Owner must give TDH 24 hour prior notice.
- (d) With the exception of an initial inspection, entry into the kennel area at the Premises is restricted to staff only and the Dog Owner must not enter the kennel area.
- (e) When the Dog Owner is dropping of or collecting the Dog(s), the Dog(s) must be on a lead at all times whilst on the Premises.

6. Emergency contact

- (a) The Dog Owner must provide up to date emergency contact details for each booking, including contact details for a second person for contact and with authority to act on the Dog Owner's behalf in the event that TDH is unable to contact the Dog Owner and the Dog(s) become ill and require emergency veterinary treatment.
- (b) The Dog Owner must notify TDH if the dog is to be collected by someone other than the Dog Owner.

7. Vaccination

- (a) No Dog(s) will be admitted into the kennel without proof of current C5 vaccination for parvovirus, distemper, hepatitis, parainfluenza and bordetella bronchiseptica (the latter two known as canine cough). TDH will accept tri annual vaccines for distemper, hepatitis and parvovirus. An annual vaccination for canine cough is required with a nasal or oral vaccination for this virus preferred.
- (b) The Dog Owner must ensure that, and warrants that the Dog(s) have current treatment for fleas and intestinal worms.

8. Coat condition

- (a) Without limiting clause 3, TDH will not be held responsible for coat condition.
- (b) If the Dog Owner wishes the Dog(s) to have grooming and/or bathing during its stay the Dog Owner may request TDH arrange grooming and/or bathing and the Dog Owner must pay all charges incurred for grooming in addition to the Fees.
- (c) If the Dog(s) require treatment for fleas or intestinal worms (in TDH's reasonable opinion) the Dog Owner must pay additional charges for such treatment.

9. Special needs or Medications

- (a) The Dog Owner must provide written instructions for any special needs, pre-existing or current medical conditions for each booking.
- (b) The Dog Owner must supply any medications and must be labelled as dispensed by the Dog Owner's veterinarian for the Dog(s).
- (c) TDH reserves the right to charge an additional fee to administer medications that do not fit into TDH's regular schedule.

10. Personal Items

- (a) Any personal items left by the Dog Owner with the Dog(s) must be labelled and are left at the Premises at the Dog Owner's own risk.

- (b) The Dog Owner acknowledges and agrees that TDH will not be liable for any loss or damage to any personal items left at the Premises.

11. Accommodation

- (a) The Dog Owner acknowledges and agrees that the premises is operated as a social kennel and that the Dog(s) will be put into shared accommodation where possible, at the election of TDH. The Dog Owner consents to the Dog(s) being put into shared accommodation at the Premises.
- (b) If, in the sole opinion of TDH, the Dog(s) are found to not be suitable for shared accommodation, the Dog Owner must pay a private room surcharge in addition to the Fees.
- (c) The Dog Owner acknowledges and agrees that Entire Dog(s) (non-desexed) and non sociable dogs specific breeds or Dog(s) otherwise unsuitable for shared accommodation (as determined by TDH) will be housed in private rooms and the private room surcharge will apply.
- (d) The penthouse suite at the Premises is restricted to Dog(s) deemed suitable for this accommodation by TDH (in its sole opinion).

12. Damage

- (a) The Dog Owner must pay for any damage caused to the premises by the Dog Owner or the Dog(s) including (without limitation) any room, furniture or other items on the premises, if required and on demand by TDH.

13. Diets

- (a) TDH will provides premium quality food (in the opinion of TDH) to all Dog(s).
- (b) All Dog(s) will be fed a main meal in the morning by TDH.
- (c) TDH will arrange for a second meal to be fed to puppies, older dogs or as required for medical reasons (provided such medical conditions are notified to TDH by the Dog Owner).
- (d) Any Dog(s) with special diets will be fed such diets provided the Dog Owner supplies the necessary food for the duration of the booking for the Dog(s) and provides written directions to TDH.
- (e) Any fresh or frozen meals provided by the Dog Owner for the Dog(s) must be provided in daily portions.

14. Photography

- (a) THD reserves the right to use any photos taken of the Dog(s) during their stay for display or marketing purposes.

15. Confirmation of agreement

- (a) Should any party not sign this agreement, that party's agreement to the terms and conditions of this deed will be confirmed by the delivery of the Dog(s) by the Dog Owner to the Premises and the retention of the Dog(s) by TDH for boarding at the Premises.

Executed as an agreement:

Execution by **Dog Owner**:

.....
Signature

.....
Print Name

.....
Date

Execution by **The Dog House Pet Resort Pty Ltd ACN 130 425 697:**

.....
Signature

.....
Date

VETERINARY CONSENT FORM

In the event that TDH cannot contact me or my nominated person and my dog should become ill and require veterinary attention I agree to veterinary treatment up to the amount of \$.....

I do agree I do not agree (strike out whichever is not applicable) to have my dog transferred to a specialist facility.

If it is considered necessary by the attending veterinarian I give consent to euthanasia and wish my dog to be:

Buried Cremated (strike out whichever is not applicable)

I acknowledge and agree to pay all fees and charges associated with any veterinary treatment for my dog.

Name:

Signature:

Date: