

## **Hunter Pet Motel Boarding Terms and Conditions**

### **Hunter Pet Motel is responsible to:**

1. provide accommodation that best suits and is designed for the boarding of dogs and cats, taking into account their individual behavioural patterns
2. provide standards of accommodation as per the relevant current Codes of Conduct and Industry Standards that are applicable
3. ensure that at all times the facility is hygienically maintained to ensure the health and safety of all pets boarded at the Hunter Pet Motel
4. provide a high level of care, ensuring that consistent welfare is maintained at all times
5. provide prompt veterinary attention

### **Hunter Pet Motel is NOT responsible for:**

1. any loss, damage, injury, including any death, to a person, pet or property
2. the infection caused by air borne diseases (environmental factors) i.e., kennel cough or cat influenza, to any pet whilst being boarded at the facility
3. providing compensation in any form due to, or as a direct consequence, of any event/s arising during the period of boarding
4. any failure to obey directions indicated by signage prior to and whilst at the facility
5. actions or omissions of other pet owners who board their pet and fail to disclose all relevant information, obstruct or hinder the ability of Hunter Pet Motel being able to make an informed decision regarding the suitability of a pet to be boarded at the facility – (failure to disclose), and
6. any/all veterinary fees pertaining to medical care to your pet/s, whilst being boarded, as directed by a suitable qualified veterinarian. This care may be required to be administered or performed for the health and wellbeing of the boarded pet/s. These fees are always the responsibility of the owner or authorised person.

### **The pet owner or authorised person is responsible to:**

1. provide all details that are required to enable the completion of the booking form. This includes but is not limited to:
  - a. name, address and contact details of the owner or authorised person requesting boarding of their pet/s
  - b. pet/s full details, including age, sex, breed type, colour and past/present medical and behavioural patterns that may affect boarding
  - c. provide a current vaccination certificate/s issued by a veterinarian at least 14 days prior to the first day of boarding

- d. provide your veterinary details if available, if no veterinarian is specified, the Hunter Pet Motel will nominate a veterinarian if your pet needs medical treatment
  - e. advise us if any additional care is required, i.e. the administration of medication, special dietary requirements or any services your pet requires whilst being boarded.
2. ensure your pet has been regularly treated for fleas and worms prior to arrival at the facility
3. advise Hunter Pet Motel of any special needs. These services incur an additional charge, but are NOT limited to the following:
- a. any additional care that is required to ensure the safety and wellbeing whilst in boarding
  - b. administration of medication and medical care i.e. change dressings or recovering from a medical procedure
  - c. dementia and deafness
  - d. incontinence
  - e. treatment of fleas and worms
4. pay all fees and charges set down by Hunter Pet Motel that are displayed in the main office or as indicated on the completed booking form request (a copy of which has been provided to you)

**Veterinary care is provided when:**

Veterinary care is provided to your pet/s to ensure their well-being whilst being boarded. These costs remain the responsibility of the pet/s owner or authorised person and these costs will include all veterinary fees and travel costs by either the veterinary practice or Hunter Pet Motel. These costs may also include the requirement to administer medications as directed by the veterinarian. A veterinarian will be called if we are unable to contact you for any reason (contact does not mean the provision of a message bank or answering service). Veterinary services will be requested if, in the opinion of the staff at Hunter Pet Motel or after consultation with a veterinarian, these services are required for any of the following but are not limited to:

- a. any apparent pain or discomfort
- b. inability to urinate or any blocked bowels
- c. apparent loss of weight or appetite
- d. inability to stand or move freely
- e. diarrhoea
- f. any injury

**Hunter Pet Motel reserves the right to:**

1. refuse to accept for boarding any pet/s that, in the opinion of the management, is not fit for boarding due to any reason, but not limited to medical, behavioural and suitability irrespective of the date of the booking being made
2. refuse and/or request at the owner's or authorised person's cost any pet/s that is or has become distressed, dangerous and unmanageable, including pet/s on heat that can cause anxiety to other pets in the facility
3. treat at the owner's or authorised person's cost any pet/s that has fleas or worms which have become apparent during boarding
4. debit charges to credit cards for services provided, including boarding fees in advance, at its discretion
5. have impounded any pet/s that is NOT picked up by the due date as agreed
6. amend any booking dates, including extensions, as agreed with the owner or authorised person. Any extension in boarding from the original booking request must be in writing. Any pet/s left after five (5) days will result in the above action (No. 5) being taken. The owner or authorised person is still responsible for all fees. Hunter Pet Motel reserves the right to take any action it seems fit to recover any and all costs associated with the full term of the pet/s being boarded, including disposal and legal recovery costs
7. amend daily rates and charges without notice, charge a credit card surcharge as applicable at the time of payment, charge daily rates for a day or any part thereof and charge for all additional services provided
8. have any pet/s that is dangerous removed or request to be removed at the owner's or authorised person's expense
9. request the removal of any person/s from the premises at any time
10. move any pet/s into alternative accommodation within the facility if it is in the best interest of the boarded pet/s. This will be at the owner's or authorised person's expense
11. dispose of any bedding/property that is the property of the owner or authorised person if, in the opinion of Hunter Pet Motel, it is damaged, soiled or unhygienic in any way
12. charge a public surcharge on gazetted public holidays as stipulated by the NSW and Federal Government
13. charge a holding deposit to secure bookings, up to 50% of the total boarding fee that would be payable
14. refuse to refund any deposit paid, in particular for cancelled bookings, at the discretion of Hunter Pet Motel

15. transfer any booking to any other date at the discretion of Hunter Pet Motel
16. refuse to accept cheques
17. refuse to return pet/s, when boarding fees have not been paid for prior to collection