



BOARDING AND DAYCARE AGREEMENT

1. I agree that if fleas or parasites are found on my dog, the proprietors and or staff of DAWGY HOTEL & DAYCARE are authorised to apply flea treatment appropriate for my dog and charge me accordingly and I agree that such charge will be payable on my dog's departure from DAWGY HOTEL & DAYCARE.
2. In the event that my dog requires veterinary attention whilst in the care of DAWGY HOTEL & DAYCARE, I agree to meet all veterinary costs incurred. Whilst DAWGY HOTEL & DAYCARE will endeavor, in the first instance, to contact my nominated veterinarian, if unavailable (or it is not reasonably practicable for my nominated veterinarian to consult my dog or any other circumstances dictate) I authorise DAWGY HOTEL & DAYCARE to seek veterinary assistance from NORTH SHORE VETERINARY HOSPITAL, the emergency on-call vet for that practice. Further, I give my authority for the veterinarian to treat my dog and I will fully reimburse the costs of the bill to DAWGY HOTEL & DAYCARE before the dog is released from DAWGY HOTEL & DAYCARE or the said veterinarians care.
The owner must not make any claim or take any action over the minder's decision in relation to obtaining veterinary services.
3. I agree that DAWGY HOTEL & DAYCARE shall not be held responsible for Canine Influenza, Paralysis Tick or any injury that may occur to my dog during its stay at DAWGY HOTEL & DAYCARE.
4. I agree that my dog shall not leave DAWGY HOTEL & DAYCARE until all fees owing to DAWGY HOTEL & DAYCARE have been paid in full.
5. I agree that if I do not collect my dog from DAWGY HOTEL & DAYCARE within 14 days of the date on which my dog is due to depart DAWGY HOTEL & DAYCARE, I authorise to re-house my dog/s or make whatever other arrangements for my dog that are considered appropriate in the circumstances, at DAWGY HOTEL & DAYCARE'S discretion.
6. If the owner requests any special requirements for his or her dog, DAWGY HOTEL & DAYCARE may increase the price to account for the special requirements.
DAWGY HOTEL & DAYCARE can refuse to provide the special requirements.
7. If the owner defaults in payment of the Price, DAWGY HOTEL & DAYCARE is entitled to cancel the owner's booking and decline to provide the Services.
8. The owner must deliver his or her dog to DAWGY HOTEL & DAYCARE on the start date and pick up his or her dog at the Minder's premises on the end date, unless you have organised a DAWGY HOTEL & DAYCARE team member to pick up your dog, to be negotiated based on your proximity to the premises.
9. The owner must provide a dog that is healthy and uninjured, unless with the prior consent of the minder and a veterinarian's report regarding the condition of the dog.
10. The owner must provide a dog that has proof of current annual vaccination to at least a C5 level. Proof must be provided to the minder before the dogs stay.
11. We do our best here at Dawgy Hotel & Daycare to make sure your dog is allowed to be a dog as much as possible. We will do our best, but at the end of the day, this is a house/property that is for dogs. We allow your dog to be a dog as much as possible (this also means they are allowed on the couch) and we are not responsible for injuries that could happen at the local dog park or on a bush walk.
12. You agree to let your dog/dogs to play with other dogs of similar nature, unsupervised. Dogs will be matched based on our

assessment, and no dogs will be left alone at feeding time. You also agree to allow DAWGY HOTEL & DAYCARE to pair up your dog/dogs with another dog that we deem suitable overnight. If your dog shows any signs that he/she cannot be trusted, they will be crated for the evening only. We sincerely try not to do this, which is why we are very careful about who we take in and this will always be used as a last case scenario. Dogs are pack animals, and once they have walked/fed with their pack, having a pack member around helps them settle. (any questions about this please ask).

13. You agree to allow your dog to walk leashed/unleashed around the property with one of our carers, always supervised.

14. You agree to allow one of the members of DAWGY HOTEL & DAYCARE to take your dog off site to a local dog park. (if this is an issue, please advise.)

15. Liability and Indemnity

Provided there is no breach of this Agreement, DAWGY HOTEL & DAYCARE will, within 6 months of the making of any claim, pay the owner for any expense up to \$500 which DAWGY HOTEL & DAYCARE is satisfied was caused as a result of the Minder's negligence. Any payment made does not represent an admission of any liability whatsoever and is paid in full and final settlement of any claim. Any claim made under this sub-clause must be in writing with detailed explanations of the expense and accompanied with official invoices and is sufficient for any claim to DAWGY HOTEL & DAYCARE.

DAWGY HOTEL & DAYCARE is not responsible for any loss or damage caused to any person, property or animal arising out of the use of the Services if the loss or damage was caused as a result of the owner not disclosing any relevant information to DAWGY HOTEL & DAYCARE.

If you cancel prior to 14 working days of the start of your booking, you will get a refund of all money paid, less a \$50 cancellation fee. If you cancel within 14 working days of the start of your booking you will forfeit a \$50 cancellation fee and the balance of any payment made will be held as a credit towards your next booking.

16. Privacy & Security Policy

At DAWGY HOTEL & DAYCARE we look after your privacy. Any private information collected and/or stored will never be passed to a third party for the purposes of marketing. All data is stored in a password protected database on a secure web server.

- Collection of personal information — the personal information we ask for when you make a booking online or by phone is used only for DAWGY HOTEL & DAYCARE staff.
- Disclosure (sharing) — No information is shared for marketing purposes with any other company or person.
- Rights and choices — you have the right to request access and correction to any personal information we hold about you.
- Contact details: Mark Dowsett 0457 711 111 — or mark@dawgyco.com.au

17. No refund will be given for early pick up once the booking has commenced.

The parties agree to the non-exclusive jurisdiction of the courts of New South Wales, the Federal Court of Australia, and of courts entitled to hear appeals from them.

Failure by DAWGY HOTEL & DAYCARE to enforce any of the terms and conditions of this Agreement will not be construed as a waiver of any of DAWGY HOTEL & DAYCARE rights.

By leaving your dog in our care you acknowledge that you agree to these terms and conditions.