

# BOARDING AGREEMENT



Client Name: \_\_\_\_\_

Pet(s) Name : \_\_\_\_\_

Pet(s) Breed: \_\_\_\_\_

**This is a Contract between Elcho Park Boarding Kennel and Cattery Pty Ltd trading as Pets Country Club (hereinafter called “Pets Country Club”) and the pet owner whose signature appears below (hereinafter called “Owner”)**

- The Owner agrees to pay the full boarding fee on the day the pet is checked into Pets Country Club.
- The Owner also agrees to cover all costs for additional services requested and any veterinary expenses incurred during the pet’s stay at Pets Country Club.
- The Owner acknowledges that the pet will not be released from Pets Country Club until all outstanding charges are paid in full.
- By signing this contract, the Owner authorises Pets Country Club to charge any outstanding amounts to the credit card provided.
- By signing this contract and leaving the pet with Pets Country Club, the Owner certifies the accuracy of all information provided on the Reservation Order Form.
- All pets are housed according to the Government of Victoria Code of Practice for boarding establishments. Pets Country Club and its employees are not responsible for any illness, injury, death, loss, or damage of any kind, including Canine or Feline Influenza, that may occur while the pet is in the Club's care.
- Should the pet become ill or require veterinary or professional attention, Pets Country Club may, at its discretion, engage a veterinarian or other professional as outlined in Part 5 of the Code of Practice for Boarding Establishments. The Owner will be responsible for all associated costs.
- Any damage caused to Pets Country Club property by the pet will be billed to the Owner. Pets Country Club is not responsible for any loss or damage to items accompanying the pet.
- The Owner consents to the use of their pet’s image on Pets Country Club’s website and social media channels unless they notify us otherwise.
- The Owner agrees that all dogs staying one night or more will receive a bath at a charge of \$25.

- **Vaccinations:** Every pet must have a current vaccination prior to checking-in. Pets that have not been vaccinated for more than 12 months must be vaccinated no less than ten (10) days before checking-in for boarding, day-care or day spa activities. It is the Owner's responsibility to ensure that current records have been received by Pets Country Club prior to your arrival date. Refusal often offends.

Required vaccinations are as follow:

- **Dogs Require:** Minimum C5 Vaccination. This vaccination covers Distemper, Hepatitis, Parvovirus, Para influenza and Bordetella Bronchiseptica. Note: Dogs that receive the new 3 yearly vaccination must still have a yearly canine cough vaccination.
- **Cats Require:** Minimum F3 Vaccination. This vaccination covers Feline Enteritis and Cat Flu.

**\*Please Note:**

1. Dogs that receive the new 3 yearly vaccination must still have a yearly canine cough vaccination.
2. All puppies and kittens under 12 months old, need to have fully completed their course of vaccinations at least 10 days prior to checking in and we need to see proof of all vaccinations administered prior to check in.
3. Pets Country Club, nor any pet service facility accepts responsibility for dogs contracting Canine Cough. For more information see '[canine cough information](#)' under '[forms](#)' on our web page, or talk to our friendly staff

- **Flea, Tick and Worm Treatments:** All pets must have had recent flea and worm treatment not more than 1 month prior to check in as per the Victorian Code of Practice for Boarding Kennels and Catteries. Any pets coming into the kennel that are found to have fleas or worms will receive immediate treatment at the cost of the owner. Tick treatment must be up to date for pets arriving from regions susceptible to ticks.
- **Safe Transfer:** The safety of your pet is our priority. Therefore, all pets entering and exiting Pets Country Club must be on a leash or in a carrier until they are in the care of a Pet Attendant. Pets Country Club provides identification collars for each pet upon arrival. While all leashes, collars, and harnesses will be returned to the owner upon check-in, cat carriers may be left at our facility for the duration of your pet's stay.
- **Entire Animals:** If your dog is an entire male or your female dog is in heat, they will not be permitted to socialise or share accommodation with other dogs during their stay. This is not a reflection of their behaviour, as entire animals can be social and well-mannered. However, the presence of entire males or females in heat can significantly disrupt group dynamics, potentially leading to aggression or conflict. Our top priority is the safety and well-being of all animals in our care. Entire dogs will receive individual play sessions with the same amount of playtime as those in group settings. For hygiene and health reasons, we do not accept entire male cats at our facility.

- **Hours:** Pets Country Club provides 24-hour care for your pets. However, our standard reception hours are as follows: Monday to Friday: 8:30 am – 12:00 pm and 3:00 pm – 5:45 pm | Saturday: 8:30 am – 11:45 am | Sunday: 12:00 pm – 3:45 pm. We are closed on Public Holidays. Check-ins or check-outs outside of these hours require management approval and will incur additional fees. Facility tours are available Monday to Friday during reception hours, except during peak periods. Please note that pets are not allowed on tours.
- **Reservations:** All bookings require a **20% non-refundable** booking confirmation fee to secure your reservation. If you cancel more than 20 days before your scheduled arrival, the entire deposit will be credited to your account. Cancellations made within 20 days of arrival will incur a 10% administration fee, with the remaining balance credited to your account. We have a 10-day minimum charge over the Christmas/New Year holiday season, a 7-day minimum charge over Easter and a 3-day minimum charge over public holidays. We accept payments via cash, Portal Payments, EFTPOS, Visa, and MasterCard. For weekends or school holiday stays, we recommend booking early. For security reasons, please inform us in advance if someone other than yourself will be picking up your pet, as we will not release pets to unapproved individuals.
- **Rates:** All rates are based on twin-share accommodation. At Pets Country Club, we recommend our buddy policy for most dogs, pairing them with a suitable companion based on size, age, and activity level. We closely monitor these pairings to ensure there are no personality conflicts. However, some dogs may need to be boarded individually due to their size, temperament, or breed traits. The suitability of sharing is determined at the discretion of Pets Country Club. A room surcharge will apply if private accommodation is required. Please note that the first day of boarding is charged regardless of the check-in time. However, check-out is free if it occurs before 10:00 am Monday to Saturday or before 1:00 pm on Sundays. For more information on pricing, please visit the '[Rates](#)' page on our website.
- **Age Care:** By accepting these terms, you acknowledge and agree that pets over the age of 12 will be enrolled in our 'Age Care' program, which incurs a fee of \$5 per day. This fee covers the additional care required, including administering medication and providing owner-supplied food.
- **Health Care:** The health and safety of your pet are our top priorities. If your pet becomes ill or injured during their stay, Pets Country Club will seek veterinary care. All veterinary expenses are the responsibility of the pet's owner, as outlined in the Boarding Agreement.
- **Food:** Pets Country Club provides premium-quality food free from preservatives and additives. If your pet has specific dietary requirements, we are happy to feed food you provide. All food must be pre-packaged in individual servings or easily dispensable with correct measurements, and clearly labelled with your pet's name. Special feedings are charged at \$1.50 per serving. If additional food needs to be purchased or an alternative is required, all associated costs will be invoiced to the client.

- **Medication:** Pets Country Club will administer oral and topical medications at a rate of \$1.50 per dosage. If a pet is deemed difficult to medicate, a fee of \$2.50 per administration will apply. We can only accept medications that are clearly labelled by the prescribing veterinary clinic. Medications without a clear, unaltered veterinary label on the packaging cannot be accepted or administered. This policy does not apply to over-the-counter natural, homeopathic, or alternative treatments.
- **Exercise:** At Pets Country Club, our aim is to ensure that every VIP (Very Important Pet) has an enjoyable and fulfilling stay. To support this, we include daily playtime as a standard service for all dogs. For additional activities, please refer to our [services menu](#) for available options. Please note that play sessions for cats are not automatically included, as some cats may not enjoy handling. However, if your cat is affectionate and enjoys playtime, you may request and book these sessions in advance.
- **Bedding and Belongings:** Pets Country Club provides each pet with clean, comfortable bedding and a selection of safe toys. To uphold our high standards of safety and sanitation, we cannot accept any personal belongings from pets, with the exception of a small item such as an old T-shirt as a reminder of you. Please be aware that such items may be lost or damaged, and Pets Country Club assumes no responsibility for any personal belongings brought into the facility. We recommend not bringing items of sentimental or significant value.
- **General:** Pets Country Club reserves the right to refuse admittance to any pet that does not have proof of current vaccinations, exhibits signs of a contagious condition, or demonstrates aggressive behaviour. Our prices, policies, and hours are fixed and subject to change without prior notice. Dogs and cats under 3 months of age will not be accepted for overnight boarding, except in exceptional circumstances. Please note that all images captured at Pets Country Club are the property of Pets Country Club and are protected by copyright laws.
- **Brushing:** To maintain the coats of longer-haired pets, a mandatory brushing service will be provided every 5 days. This service will be charged to the pet owner.
- **Bathing:** As your dog will engage in play and may become dirty during their stay, all dogs staying one night or longer will receive a bath, at a charge of \$25, before their departure to ensure they return home looking, feeling, and smelling like a VIP. Please note that bathing services are not available for cats.
- **Health and Safety:** We maintain a zero-tolerance policy for violent or abusive behaviour. Any such incidents will be reported to the authorities. The assessment of behaviour is at the sole discretion of Pets Country Club.

**Pets Country Club Vet Authority**

I acknowledge and consent that Pets Country Club may obtain veterinary assistance if deemed necessary while my pet is in their care. I understand that all expenses incurred for such veterinary care will be invoiced to me and are payable in accordance with Part 5 of the Domestic (Feral & Nuisance) Animals Act.

In rare instances, pets may require extensive veterinary treatment, which can be substantial in cost. For example, emergency surgery for conditions such as gastric torsion (bloat) may result in expenses ranging from \$7,000 to \$20,000.

While Pets Country Club will make every effort to contact me in case of an emergency, it is crucial that I provide detailed instructions to my emergency contacts regarding spending limits and any necessary decisions for humane care if I am unreachable.

I agree to provide at least one emergency contact who is accessible and authorised to make decisions on my behalf for each stay.

Veterinary consultation and treatment invoices will be charged to the credit card provided on the day of service. If a credit card is not provided, I will submit a Veterinary Bond of \$300.00 at check-in.

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I give permission for my dog be housed with other **dogs/siblings\*** **Yes / No / Not Applicable**

*\*If no, I understand that my **dog** will be boarded in private accommodation at additional cost.*

I give permission for my **dog** be exercised with other dogs **Yes / No / Not Applicable**

I confirm that my pet has been vaccinated within the last 12-months but no less than 7 days prior to check-in - **Yes / No**

I confirm that my pet is up to date with flea treatment - **Yes / No**

I confirm that my pet is up to date with worming treatment - **Yes / No**

Would you like to receive birthday offers and yearly vaccination reminders? - **Yes / No**

Owner: \_\_\_\_\_ Date: \_\_\_\_\_