

CLIENT AGREEMENT

Client Name: _____

Pet Name: _____

Pet Breed: _____



This is a Contract between The Pets Hotel Port Melbourne Pty Ltd (hereinafter called The Pets Hotel) and the pet owner whose signature appears below (hereinafter called "Owner")

- Owner agrees to pay the total amount due for boarding on the date the pet is checked into The Pets Hotel.
 - Owner further agrees to pay all costs and charges for special services requested, and all veterinary costs for the pet during the time said pet is in the care of The Pets Hotel.
 - Owner further agrees that the pet shall not leave the Hotel until Owner pays all charges to The Pets Hotel.
 - By signing this Contract, Owner authorises The Pets Hotel to charge all outstanding money to the credit card provided by Owner.
 - By signing this Contract and leaving his or her pet with Hotel, Owner certifies to the accuracy of all information given about said pet on Reservation Form.
 - All pets in our care are housed in accordance with the Government of Victoria Code of Practice for boarding establishments. Under no circumstances will The Pets Hotel or its employees be held responsible for Canine or Feline influenza, illness, injury, death, loss or damage of any kind that may occur to your pet while in the care of the Hotel.
 - If the pet becomes ill or if the state of the pet's health otherwise requires Veterinary or other professional attention, The Pets Hotel in its sole discretion, may engage the services of a veterinarian or other professional according to part 5 of the code of practice for boarding establishments and the expense thereof shall be paid by the owner.
 - Should your pet damage The Pets Hotel property, you will be billed for the replacement. No responsibility will be accepted for loss or damage to items accompanying your pet.
- **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 The Pets Hotel prior to your arrival date. Refusal often offends.
Required vaccinations are as follow:
- **Cats Require:** - F3 Vaccination. This vaccination covers Feline Enteritis and Cat Flu.
 - **Dogs Require:** - C5 Vaccination. This vaccination covers Distemper, Hepatitis, Parvovirus, Para influenza and Boardatella Bronchiseptia.
- 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. The Pets Hotel, nor any pet service facility accepts responsibility for dogs contracting Canine Cough. For more information see '[CANINE COUGH INFORMATION](#)' 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 facility 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. The Pets Hotel have these treatments available for purchase.
- **Safe Transfer:** - Your pet's safety is important, therefore, **ALL** pets entering and exiting The Pets Hotel must be on a leash or in a carrier until they are in the control of a Pet Attendant. The Pets Hotel provides identification collars upon arrival; therefore, all carriers, leashes, collars and harnesses will be returned to owner upon check-in.
- **Entire Dogs:** - If your dog is either an entire male or an entire female on heat, they will not be played with other dogs. Their playtimes will be one dog per section of Central Bark and will be given the same time as a group. It is not a reflection on the dog themselves, as entire animals can be extremely social and well behaved. It is because the dynamic of the packs of dog's changes considerably and therefore makes it an unstable environment and can lead to fights. Due to hygiene issues we do not accept Entire cats.

- **Hours:** - The Pets Hotel standard reception hours are between 7:00am and 6:30pm Monday to Friday, 9:00am to 4:30pm Saturday and Sunday, **CLOSED** on all Public Holidays. Facility tours can be conducted outside school holidays between 11:00am and 2:00pm weekdays and 11:00am and 1pm on weekends. Pets are not allowed on the tours.
*Temporary COVID – 19 hrs; Monday – Friday 7am-11am & 3.30pm-6.30pm | Saturday & Sunday 9am-11am & 2.30pm-4.30pm | CLOSED on all Public Holidays.
 ** Facility tours will not be conducted due to safety risks in regards to COVID-19.
- **Reservations:** - Bookings will be taken upon payment of a \$50.00 or 20% non-refundable booking fee (whichever is greater). All bookings require payment in full on arrival. If you require accommodation during school holidays it is advisable to book early.
 - The booking fee is refundable if cancellations are made no later than 20 days prior to arrival in Christmas holiday season and 10 days prior in Easter holiday season. We have a 10-day minimum booking over Christmas and New Year, a 5-day minimum booking over Easter. Over Easter and Christmas periods all dates booked must be paid for, no refund will be issued for early departure.
 - Due to high demand of all Presidential Suites, Petzecutive Suites and Family Suites we require a \$50.00 or 20% booking fee (whichever is greater) that is only refundable if cancellation is confirmed 48 Hours in advance of the booking made.
 - Please note that we do have a 1.25% surcharge on all credit card payments (Amex, Visa and MasterCard), this surcharge does not apply to Eftpos payments. We do also accept Cash.
 - Please make us aware if someone other than yourself is picking-up your pet, as a matter of security pets will not be check-out to people who we are not expecting.
- **Rates:** - All rates are based on twin share accommodation. The Pets Hotel has a buddy policy which we recommend for most dogs. We match dogs according to size, age and activity level, and then we monitor them to ensure there are no "personality clashes". Some dogs must be boarded on their own due to size, temperament or breed characteristics. A single supplement may be charged on weekends and in peak seasons if single accommodation is required. You are charged for the first day of boarding regardless of the time that you check-in. Your check-out day is free, if your check-out is prior to 10.00am.
- **Age Care:** - You accept, understand and agree that due to additional care for our older V.I.P's, any pet over the age of 12years will automatically go into our 'Age Care' program at the cost of \$6 per day. This cost covers the service fee on both Medication and Own Food.
- **Health Care:** - The health and safety of your pet is important to us, therefore if your pet becomes sick or is injured during their stay, The Pets Hotel will seek Veterinary treatment. All Veterinary accounts will be required to be paid by the pet's owner as outlined in the Client Agreement.
- **Food:** - The Pets Hotel feeds premium quality foods that do not contain preservatives or additives. If your pet has special dietary requirements (for medical reasons) we will feed your own food as long as it is pre-portioned in each serving size with your pet's name on it. Special Feeds are charged at \$1.50 per serving or \$5 if not portioned. Should The Pets Hotel be required to purchase more of the supplied food or an alternative that has been recommended, the cost will be invoiced to the client.
- **Medication:** - The Pets Hotel will administer oral and topical medications at a rate of \$1.50 per dosage, unless it is for eye or ear treatment or The Pets Hotel deems the pet to be difficult to administer, which will incur a \$2.50 charge per medication administration (as these take more time to administer to the pets).
 - The Pets Hotel can only accept medication that is directly labelled by the prescribing veterinary clinic. Medications that do not have a clear, unaltered veterinary label displayed on the packaging cannot be accepted or administered. This does not include off the shelf natural, homeopathic or alternative treatments.
- **Exercise:** - The Pets Hotel aim is for every VIP to have a fun-filled time whilst in our care. To ensure this is met, we include a daily playtime as a standard service for all dogs. Additional activities are available, see our services menu for options. Cat plays are not automatic as some cats are not fond of handling, however if you have a cat who loves to cuddle and play, these sessions can be booked.
- **Bedding and Belongings:** - The Pets Hotel provides every pet with clean and comfortable bedding and a variety of safe toys. To maintain our high standard of safety and sanitization we cannot accept any pet belongings. However, we can accept a small reminder of you e.g. old T-Shirt. Please be aware that this item **will not be returned** and suggest not leaving anything at The Pets Hotel that wouldn't be missed or is expensive. The Pets Hotel holds no responsibility for any items brought in to the facility with any pet.

- **Bathing:** Your dogs will spend much of their time playing, as a result they will become dirty. To ensure your dog returns home feeling, looking and smelling like a V.I.P, all dogs who stay one night or more with us will receive a bath at a cost of \$30.00. We do not bath cats.
- **Brushing:** To maintain longer haired pet coats, there is a compulsory brushing every 5 days that will be applied.
- **General:** The Pets Hotel reserves the right to refuse admittance to any pet who does not have proof of current vaccination, displays signs of having a contagious condition or demonstrates aggressive behaviour. Our prices, policies and hours are not negotiable and are subject to change without notice. Pet images may be viewed on the World Wide Web through pet cam. All images of The Pets Hotel are owned by The Pets Hotel and are subject to copy write laws.
- **Health and Safety:** We will not tolerate any violent and or abusive behaviour. Any breaches will be reported to the authorities. This behaviour is measured at discretion of The Pets Hotel.

The Pets Hotel Vet Authority

I acknowledge and accept that The Pets Hotel will obtain Veterinary assistance should it be necessary whilst my pet is in their care. I understand that all expenses incurred will be invoiced to and payable by the owner as legally required in Part 5 Domestic (Feral & Nuisance) Animals Act.

On very rare occasions pets may suffer from conditions that require extensive Veterinary care and treatment. As a result these treatments can be very expensive. For example, if your dog suffers gastric torsion (bloat) and requires emergency surgery then this treatment can incur an expense of approximately \$7,000 to \$10,000.

The Pets Hotel will make every effort to contact you in these emergencies, however in the event that you are not contactable it is important that you provide your emergency contacts with detailed instructions, regarding your directions in relation to spending limits and any decisions that need to be made for humane reasons on your behalf.

Two emergency contacts who are authorised to make these decisions must be provided to The Pets Hotel with every stay.

The invoice for the Veterinary consult and treatment will be charged on the day to the credit card provided. A Veterinary Bond of \$300.00 is to be provided on check in by the client for any booking where a credit card is not provided.

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Please fully complete the below:

I request that my dog be housed with another dog/sibling **Yes / No**

- *If 'no' I accept there may be a 50% No Buddy Surcharge applied*

I request that my dog be exercised with other dogs **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**

Owner: _____ Date: _____