

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 Gastroenteritis, 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'](#) under 'our 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 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:** Our reception opening hours are as follows. Monday – Friday 7am-12pm & 3pm-6.30pm | Saturday 9am – 12.30pm | Sunday 12pm - 4.30pm | CLOSED on all Public Holidays. Facility tours can be conducted outside school holidays between 11am and 2pm Tuesday - Thursday. Pets are not allowed on the tours.
** Facility tours will not be conducted at this point in time, 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). The booking fee will be credited to your account if cancellations are made no later than 20 days prior to arrival. We have a 10-day minimum charge over the Christmas holiday season. There is a 5-day minimum charge over Easter and a two-day minimum over long weekends. A single supplement will be charged on weekends and in peak seasons if single accommodation is required. All bookings require payment in full prior to check-in. You are charged for the first day of boarding regardless of the time that you check-in. Your check-out day is free, if you check-out prior to 10am Monday to Saturday or 1pm on Sundays. 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. Suitability is made at the discretion of The Pets Hotel. A single supplement will be charged on weekends and in peak seasons if single accommodation is required. Your check-out day is free, if you check-out prior to 10am Monday to Saturday or 1pm on Sundays. 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. We do not refund booking fees.

- **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 pets' 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, at a cost of \$15.00 each session.
- **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.

