



Client Agreement & House Rules

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.
- Owner accepts that their pet's image may be streamed onto the World Wide Web through webcam.
- The owner agrees that all dogs that all dogs who stay one night or more with us will receive a bath at a cost of \$20.00 for small dogs and \$30.00 for large dogs (price based on size is subject to The Pets Hotel discretion).

HOUSE RULES

- **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. If your pet is due for their updated vaccination, we are happy to arrange the vaccination for you. 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:
 - **Dogs Require:** - C5 Vaccination. This vaccination covers Distemper, Hepatitis, Parvovirus, Para influenza and Boardatella bronchiseptia. Note: Dogs that receive the new 3 yearly vaccination must still have a yearly canine cough vaccination.
 - **Cats Require:** - F3 Vaccination. This vaccination covers Feline Enteritis and Cat Flu.
- **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 dogs 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:** - 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 female, they will not be played with other dogs. It is not a reflection on the dog himself/herself, as entire animals can be extremely social and well behaved. It is more so because the dynamics of the packs' of dog's changes considerably and therefore makes it an unstable environment and can lead to fights. We have duty of care to all clients and will endeavor to do our best to assess all dogs to find them suitable playmates. Their playtimes will be one dog per section of Central Bark and will be given the same time as a group. Due to hygiene issues we do not accept Entire cats.

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 between \$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.

I request that my dog be housed with other dogs (initial) **Yes / No**

I request that my dog be exercised with other dogs (initial) **Yes / No**

Would you like to receive our Newsletter **Yes / No**. If yes Post or email.

Owner _____ Date: _____