

Boarding Terms & Conditions

OWNER «Title» «FirstName» «Surname» «Address1»,«Address2» «Address3» «State», «Postcode»	PHONE «FirstPhoneNumber» FAX «FaxNumber» EMAIL «Email»
NAME «PatientName»	SEX «Sex» «DesexingType»
BREED «Breed» «Species»	COLOUR «Colour»
D.O.B. «DateOfBirth» AGE «AgeNow»	WEIGHT «Weight»

Standard Conditions:

1. Your «Species» must be completely up to date with Annual Vaccinations. Please provide evidence of this.
2. Boarding rates are charged daily regardless of the check in/out time. In no circumstances will a refund or credit apply due to changing of admission/return dates.
3. Discounted rates for multiple pets are based on shared boarding at 5% discount per additional pet.
4. All boarding fees must be paid in entirety no later than the day of check in to boarding at Allpets. Any additional charges incurred during your «Species»s stay must be paid in full prior to the discharge of your «Species».
5. Drop off and pick up times must fall into the standard opening hours at Allpets which is Monday to Friday: 8am – 7pm and Saturday to Sunday: 8am to 5pm. Pick ups are not possible on Public Holidays.
6. If your «Species» requires any requested special care or Veterinary treatment whilst boarding at Allpets, these charges will be placed on your account and must be paid in full before discharge.
7. Allpets does not accept any bedding, toys or leads to be left with your «Species» in case of them being lost. An exception may be made at the discretion of the Practice Manager or Owner and in this scenario Allpets holds no responsibility for any lost possessions. Medical diets will be accepted.
8. All fees are subject to change without notice.
9. Your «Species» will be provided with the highest level of care during its stay, however Allpets will not be held responsible in the unfortunate case of your «Species» becoming unwell. Some examples of this may be: Tick Paralysis, Kennel Cough, Cat Flu, Canine Influenza, any other sickness or death.
10. Failure to pay owing fees at the end of your «Species»s stay may result in your «Species» being held until these fees are paid. In this event, your «Species» will be held for 2 weeks, if the fees are not paid during this time your «Species» will be surrendered to the pound.

11. By signing these terms and conditions and leaving your «Species» at Allpets, you 'the Owner' certifies the accuracy of the information given to Allpets. You as 'the Owner' acknowledges that by signing the terms and conditions of this contract, you shall create a lien over your «Species» in favour of Allpets. This lien will exist for the duration of money owing upon your account in relation to this specific boarding stay.

12. In the case of your «Species» becoming unwell, you as 'the Owner' gives Allpets permission to request your «Species»s history from any other Veterinary Practice that may have relevant information about your «Species»s history.

13. You as 'the Owner' agrees to being responsible for the behaviour of your «Species» whilst in the care of Allpets. Please notify us if your «Species» has a Storm Phobia. In the case of these scenarios, any damage incurred to Allpets Boarding Kennels will be held liable to you as 'the Owner'.

14. Allpets have purpose built state of the art boarding kennels for «Species», and will take all reasonable efforts to keep your «Species» safe and contained. In the event that your «Species» escapes, Allpets will not be held liable.

15. Your «Species» must be up to date with Flea, Worm and Tick treatment prior to admission to Allpets Boarding. Please provide evidence of this.

16. The Practice Manager or Practice Owner has the right to refuse admission to any animal without explanation.

17. If your «Species» is found to have Fleas or requires significant grooming upon check in, Allpets will make all efforts to contact you 'the Owner'. If we are unable to contact you, Grooming and or Flea treatment will be provided at your expense. This charge will require payment upon check out.

18. A 24-hour notice period is required if you are wanting to collect your «Species» early from boarding. This notice is to ensure that all departure procedures have been completed before collection and to avoid waiting times for you as 'the Owner'. Allpets takes no responsibility if departure procedures have not been completed in time if collection is completed early without notice. There is no refund of boarding fees if your «Species» is collected early.

19. If Veterinary treatment is required for your «Species», every effort will be made to contact you before proceeding with any form of treatment. If we are unable to contact you, basic Veterinary treatment will be provided as we see fit until contact is established. In any case, you as 'the Owner' will be liable for any provided treatment. This treatment will need to be paid in full before collection of your «Species».

20. If your «Species» is classified as a senior «Species», or has any current medical conditions, please be aware that your «Species» may be at a higher risk of succumbing to weight loss, anxiety or experiencing a decline in health during its stay. Allpets will endeavour to keep your «Species» comfortable and happy at all times to avoid this situation.

21. Allpets endeavour to offer gold standard care when looking after your «Species». Any extra information you can provide us in regards you're your «Species»s current or previous medical conditions, likes or dislikes and general behaviours would be greatly appreciated to help us make your «Species»s stay as comfortable as possible.

22. Your «Species» will be given a Capstar Flea tablet upon entry to boarding. This tablet will kill any live fleas upon your pet and lasts for 8 hours.

Cancellation Policy:

If a booking is cancelled 30-90 days before the Boarding start date, 50% of the deposit will be refunded to you 'The Owner' within 30 days. If a booking is cancelled within 30 days of the Boarding date, the full deposit will be forfeited. Boarding deposit is 40% of the total booking amount which is required at the time of the booking.

Public Holiday Policy:

A \$2.00 surcharge will apply to each Pet boarding at Allpets on any public holiday. No arrivals or departures are available on a public holiday.

Booking Policy:

Upon making a boarding booking, a 40% deposit of the total booking amount is required to secure your place. This can be done in clinic with cash, eftpos or moto transaction over the phone.

I have fully read and understood the terms and conditions of the boarding service and understand that Allpets have the right to refuse this service. I agree to all of the terms and conditions, and agree to pay all outstanding balances before the boarding dates commence and any outstanding fees accrued upon departure.

Signed:.....Date:.....
(Owner/Representative)