

Terms and Conditions of Boarding “Wag Away Stayz”

Introduction

Welcome to Wag Away Stayz! We are committed to providing a safe, comfortable, and enjoyable stay for your pets. Please read our Terms and Conditions carefully to understand our policies and ensure a pleasant experience for both you and your pets.

Booking Policy

To ensure the smooth processing of your booking and a comfortable stay for your pet, we require the following information from the pet owner:

- Full Name
- Email Address
- Residential Address
- Contact Phone Number
- Emergency Contact Name
- Emergency Contact Phone Number

Bookings are charged per calendar day. However, if you pick up your pet prior to 9am from Monday to Saturday, you will not incur a charge for that day. Please ensure that all necessary details are provided accurately to facilitate your booking.

Opening Hours

Our strict opening hours are designed to provide the best service and care for your pets. Please adhere to the following schedule for drop-offs and pick-ups:

- Monday - Friday: 8am - 10am and 4pm - 6pm
- Saturday: 8am - 10pm
- Sunday: 4pm - 5pm

Please note that drop-offs and pick-ups outside of these hours without prior arrangement will result in refusal.

Vaccination Policy

For the safety and health of all our guests, we require that all pets must be currently vaccinated with C3 prior to boarding. The C3 vaccination covers:

- Canine Distemper
- Canine Hepatitis
- Canine Parvovirus

Proof of current vaccination must be provided upon check-in. Pets without updated vaccination records will unfortunately not be accepted.

Canine Cough Policy

To further ensure the health of our guests, we strongly recommend that all dogs receive the Intranasal Canine Cough Vaccination Booster. While this vaccination can greatly reduce the risk of your pet contracting canine cough, it is important to note that no vaccine is 100% effective; vaccinated dogs may still contract the virus. By boarding your pet at Wag Away Stayz, you acknowledge and accept that Wag Away Stayz will not be held liable for any communicable illnesses that your pet may contract.

Medication and Existing Medical Issues

Medication must be provided in its original Veterinary Labelled containers with clear instructions for administration. No insulin dependent animals will be accepted into boarding due to the effect of stress on insulin levels. The owner agrees to divulge any existing medical conditions a pet has at time of booking.

Veterinary Care Policy

For the well-being of all pets boarding at Wag Away Stayz, the following veterinary care policy is in place:

Owner Liability

Owners will be liable for all costs associated with veterinary care, whether it is for emergency or routine treatments. This includes, but is not limited to, medical examinations, treatments, medications, and any required follow-up care.

Emergency Situations

In the event of an emergency, Wag Away Stayz will act in the best interest of the pet. Immediate medical attention will be sought from a qualified veterinarian. Efforts will be made to contact the owner as soon as possible. If the owner is not contactable, the decision of the attending veterinarian will be final and binding and you agree to reimburse Wag Away Stayz for all costs associated with such care prior to collecting your pet.

Less Serious Illness or Injury

For less serious illnesses or injuries, Wag Away Stayz will attempt to contact the owner or the provided emergency contact for authorization to seek medical attention. It is essential that owners provide up-to-date contact information and ensure that designated emergency contacts are aware of their responsibilities.

We appreciate your cooperation in adhering to these policies to ensure the health and safety of all pets in our care.

Personal Belongings Policy

At Wag Away Stayz, we prioritize the hygiene and safety of all our guests. Therefore, we prefer to use our own bedding, which is washed daily. We will not be held accountable for loss or damage to any personal belongings brought with a pet.

For safety reasons, we do not accept toys and treats that pose a potential choking hazard. Specifically, rope toys, tennis balls, bones, or small chew toys will not be accepted into boarding.

Thank you for your understanding and cooperation in ensuring the well-being of all pets in our care.

Consent to use Photographs

The Owner consents and grants its permission to Wag Away Stayz to use photographs and names of the Owners animal(s) in any promotional material, including but not limited to the website and social media platforms.

Abandonment Policy

In the event that a pet is not picked up by the scheduled check-out date, the owner agrees to pay Wag Away Stayz the calendar day rate payable for the pet prior to collecting the pet.

In the event that a pet is not picked up within 10 days of the scheduled check-out date, and no communication has been received from the owner, the pet will be considered abandoned. Wag Away Stayz reserves the right to take necessary actions, which may include rehoming the pet through local animal shelters. Any costs incurred due to abandonment will be charged to the owner.

Payment Policy

We require full payment at the time drop off. Payments can be made via credit card, debit card, cash or bank transfer.

We also wish to inform you that a surcharge applies to all credit transactions. Please be aware that we do not accept American Express.

Christmas Holiday Payment Policy

To secure your booking during the Christmas holiday period, we require a non-refundable deposit of \$50. This deposit will be applied towards your total boarding fees. Please note that bookings will not be confirmed until the deposit has been received.

In the event that you do not pay any amount to us when due, you agree to pay interest on that amount at the rate of 15% per annum.

Charge

In the event that you do not pay Wag Away Stayz any amount payable pursuant to this agreement, you charge any interest you hold in any real property, in favour of Wag Away Stayz to secure our obligations pursuant to the provisions of this Agreement.

Cancellation Policy

We understand that plans can change. If you need to cancel your reservation, please notify us at least 72 hours prior to the scheduled check-in date.

Note: No refunds will be given for early check-outs.

Limited Liability

To the greatest extent permitted by the Australian Consumer Law, the Owner agrees that the Wag Away Stayz not liable for the death, accident or illness or misadventure of the Owners animal(s) unless such incident is proven to be caused by the misconduct or negligence of the Service Provider, its agents, or employees.

Wag Away Stayz excludes to the fullest extent possible under Law, all implied terms and warranties whether statutory or otherwise, relating to the quality or performance of services.

To the fullest extent permitted by law, Wag Away Stayz' liability is limited to, at our option the re-provision of services or the refund of monies paid by the Customer for defective services

Wag Away Stayz are not liable for consequential damages in relation to any claim whatsoever.

Conclusion

By booking with Wag Away Stayz, you agree to adhere to all the above policies. We strive to ensure the best care for your pets and thank you for entrusting us with their well-being.

For any questions or further clarifications, please contact us directly.

We look forward to hosting your furry friends at Wag Away Stayz!