



## Christmas & New Year 2020 - Terms and Conditions

Due to the jolly high demand over the festive season, the following Terms and Conditions have been established for any bookings in the period **Mon 21 December 2020 to Tues 5 January 2021**.

- We will be **closed for drop-offs or collections** over the following two periods:
  - Thurs 24<sup>th</sup> December to Monday 28<sup>th</sup> December** (including these days)
  - Friday 1<sup>st</sup> January to Monday 4<sup>th</sup> January** (including these days)
- We will be open on **Tues 29<sup>th</sup>, Wed 30<sup>th</sup> and Thurs 31<sup>st</sup> December**, in between the above two periods.
- You may drop-off or collect in the morning or afternoon shift. However, due to the high demand over this period we will charge a full day on either end of the booking, regardless of drop-off or collection times.
- A **50% Deposit** is payable upfront. **Bookings will only be secured once this deposit has been received.** Deposits are non-refundable after **15 September 2020**.
- The **remaining 50% payment** is due by **1 November**. The **Full Payment is non-refundable after 1 November** (*unless we are able to fill your cancelled slot, in which case you may be refunded 50%, less a \$30 Admin Surcharge per pet*).
- Bookings must be for a duration of **five (5) days** or longer.
- Should you collect your pet/s earlier, or drop off later, than your original booking, you will still be required to pay the full board for the days you originally booked for.
- A holiday surcharge of **\$5 per dog** and **\$3 per cat** is charged on each **public holiday**.
- Ensure all necessary vaccinations are up to date and are current for the full duration of your pet(s) boarding. All vaccination books must be emailed through (or presented at our offices) prior to booking in. Include the front ID Page as well as the latest vaccination page.
- If any medication needs to be given to your pet(s), please communicate these details **prior to boarding**. Meds must be clearly labelled, with name, dosage and instructions, in a container or resealable bag. Ensure that you supply sufficient meds for the full duration of the booking.
- A **local Emergency Contact** must be identified to assist in any pet emergency, or to collect your pet/s should this be necessary.
- Cats must be contained in a named, secure cage.
- All dogs must be wearing a tightly fitted **collar** or harness and must be on a **lead** upon arrival.
- Prior to bringing your pet(s) to stay with us, please give a flea and worm treatment.
- Day-Stays will not be taken during this period.
- No drop-offs on **Tues 5 January** – collections only.
- The right is reserved to deny boarding if we feel your pet/s will not be suited to this busy period.

Dates	AM	PM
21 to 23 December 2020	8 am to 10 am	4 pm to 5.30 pm
<b>24 December to 28 December 2020</b>	<b>CLOSED</b>	<b>CLOSED</b>
29 to 31 December 2020	8 am to 10 am	4 pm to 5.30 pm
<b>1 January to 4 January 2021</b>	<b>CLOSED</b>	<b>CLOSED</b>
5 January 2021 onwards	8 am to 10 am	4 pm to 5.30 pm