



Christmas & New Year 2021 - 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 **Monday 20 December 2021 to Wednesday 5 January 2021**.

1. We will be **closed for drop-offs or collections** over the following two periods:
 - a. **Friday 24th December to Tuesday 28th December** (including these days)
 - b. **Saturday 1st January to Tuesday 4th January** (including these days)
2. We will be open on **Wednesday 29th to Thursday 30th December**, in between the above two periods.
3. 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.
4. A **50% Deposit** is payable upfront. **Bookings will only be secured once this deposit has been received.** Deposits are non-refundable after **15 October 2021**.
5. The **remaining 50% payment** is due by **1 November** - Another invoice will be sent for this remaining balance Late September. 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*).
6. Bookings must be for a duration of **five (5) days** or longer.
7. 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.
8. A holiday surcharge of **\$5 per dog** and **\$3 per cat** is charged on each **public holiday**.
9. 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.
10. 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.
11. A **local Emergency Contact** must be identified to assist in any pet emergency, or to collect your pet/s should this be necessary.
12. Cats must be contained in a named, secure cage.
13. All dogs must be wearing a tightly fitted **collar** or harness and must be on a **lead** upon arrival.
14. Prior to bringing your pet(s) to stay with us, please give a flea and worm treatment.
15. Day-Stays will not be taken during this period.
16. 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 2021	8 am to 10 am	4 pm to 5.30 pm
24 December to 28 December 2020	CLOSED	CLOSED
29 to 30 December 2020	8 am to 10 am	4 pm to 5.30 pm
1 January to 4 January 2021	CLOSED	CLOSED
5 January 2021 onwards	8 am to 10 am	4 pm to 5.30 pm