



**PLEASE GIVE US AN INDICATION OF WHAT YOUR DOG NORMALLY EATS**

*Remember that a sudden change to your dog's diet could upset his/her stomach, especially on short stays with us, so please consider the following carefully:*

**PLEASE CHOOSE OPTION "BOX A" OR "BOX B" BELOW**

**BOX A**

**THE FOLLOWING FOODS ARE PROVIDED AS PART OF THE BOARDING FEE.**

Please indicate which food/s your dog eats by placing a tick in the corresponding box/es.

- |   |   |
|---|---|
| <input type="checkbox"/> Fresh raw red meat | <input type="checkbox"/> Fresh raw chicken        |
| <input type="checkbox"/> Chicken necks      | <input type="checkbox"/> Chicken carcass (frames) |
| <input type="checkbox"/> Raw Vegetables     | <input type="checkbox"/> Cooked vegetables        |
| <input type="checkbox"/> Pasta              | <input type="checkbox"/> Rice                     |
| <input type="checkbox"/> Sardines or tuna   | <input type="checkbox"/> Dry dog food             |

*Please note that if your dog usually eats the foods listed above, then the nightly fee for your dog will be at the usual rate per night.*

**BOX B**

If your dog prefers their own menu, as at home, please make sure you pack and label enough food for your dog's stay in a container and we will be happy to offer this, instead of our own menu. Please note that this does not reduce the boarding fee.

If your dog will not eat the food provided by us and you have not provided any of your own food, the nightly fee for your dog will be an additional \$3.00 per night as we will need to purchase commercial food.

**LIST ANY MEDICATION/S TO BE ADMINISTERED**

1. .... Dosage: .....
- How often? ..... With food? Yes  No
2. .... Dosage: .....
- How often? ..... With food? Yes  No

*To help us understand your dog a little more while he/she is in our care, please give us a brief description (below) of what the above medications are for (e.g. epilepsy, arthritis etc.).*

.....

**DOES YOUR DOG HAVE ANY ALLERGIES?**

Yes  No

If yes, please specify: .....

Usual antidote if allergy is apparent: .....

**NAME & CONTACT NUMBER OF USUAL VETERINARY CLINIC THAT YOUR DOG ATTENDS:**

.....

Do you consent to your dog having a swim in warm weather conditions? Yes  No

Do you consent to your dog being walked on lead within the perimeters of our property but outside the confines of the actual kennel facility? Yes  No

**OUR OPENING HOURS - STRICTLY BY APPOINTMENT ONLY:**

- Monday:** 08:00 a.m. until 4:00 p.m.
- Tuesday:** 08:00 a.m. until 4:00 p.m.
- Wednesday:** CLOSED ALL DAY (However, we will be here taking care of the dogs!)
- Thursday:** 08:00 a.m. until 4:00 p.m.
- Friday:** 08:00 a.m. until 4:00 p.m.
- Saturday:** 08:00 a.m. until 11:00 a.m. ONLY (no inspections on Saturdays)
- Sunday:** 08:00 a.m. until 4:00 p.m.
- Public Holidays:** 11:00 a.m. until 2:00 p.m. ONLY, except BOXING DAY (see below)
- BOXING DAY:** 08:00 a.m. until 12:00 noon ONLY
- CLOSED ALL DAY:** Good Friday, Easter Sunday, Christmas Day, New Year's Day.

PLEASE NOTE THAT WHILST OUR KENNELS OPERATE 7 DAYS PER WEEK – INCLUDING PUBLIC HOLIDAYS, WE ARE NOT OPEN UNLESS YOU HAVE MADE AN APPOINTMENT to (a) drop your dog off, (b) pick your dog up, or (c) view our kennel facility.

**DATE & TIME THAT YOUR DOG WILL BE DROPPED OFF**

I will drop my dog off to Heathcote Boarding Kennels on ..... /..... /..... at the following time:  
Choose only **ONE** appointment time below:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
8.00am							
8.30							
9.00							
9.30							
10.00							
10.30							
11.00							
11.30							
12.00pm							
12.30							
1.00							
1.30							
2.00							
2.30							
3.00							
3.30							

**BOXING DAY ONLY:** Choose time between 08:00am & 11:45am .....am

**OTHER PUBLIC HOLIDAYS:** Choose time between 11:00am & 1:45pm ..... am / pm

## DATE & TIME THAT YOUR DOG WILL BE PICKED UP

I will pick my dog up from Heathcote Boarding Kennels on ...../...../..... at the following time:  
Choose only **ONE** appointment time below:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
8.00am							
8.30							
9.00							
9.30							
10.00							
10.30							
11.00							
11.30							
12.00pm							
12.30							
1.00							
1.30							
2.00							
2.30							
3.00							
3.30							

**BOXING DAY ONLY:** Choose time between 08:00am & 11:45am .....am

**OTHER PUBLIC HOLIDAYS:** Choose time between 11:00am & 1:45pm ..... am / pm

## ADDITIONAL INFORMATION

As per the Victorian code of practice, all persons placing their dogs in a boarding kennel must produce a current "c5" vaccination certificate from their veterinarian as proof of vaccination of their dog. The vaccinations must have been administered a minimum of 10 days prior to boarding your dog, and all dogs must have had a worm and flea treatment not more than one month prior to coming into the kennels. Please ensure that you attach a photocopy of your dog's most recent and up-to-date vaccination certificate to this form.

## DOGS STAYING FOR (SHORT TERM) - ONE NIGHT ONLY

We do accept short-term bookings for one night stays. However, the fee for any dog being boarded for one night only is based on what time you pick your dog up the following day. If you choose to pick your dog up after 12:00 noon, there is an additional day's fee for each dog, in addition to the usual nightly boarding fee.

## DEPOSITS

All bookings made for a period of 3 nights or more require a 30% non-refundable deposit.

The deposit must be paid within 2 business days of your booking being made in order for us to confirm your reservation. Bookings are not confirmed until your deposit has been paid and you have received an email or text message from Heathcote Boarding Kennels confirming this.

For those people who prefer to pay the full amount of the booking in advance, if you do need to cancel your booking for any reason after your payment has been received, then you will be refunded 70% of the payment you have made (i.e. after the 30% non-refundable deposit has been deducted).

## PAYMENT FOR BOOKINGS

Please note that we do not have the facilities to accept Eftpos or credit cards, nor do we accept personal cheques.

If you wish to pay for your dog's accommodation fees by cash or bank cheque, payment is expected in full on the day of picking up your dog.

If you wish to pay for your dog's accommodation fees by electronic funds transfer to our bank account, then we require that your payment is received in full a minimum of three (3) business days prior to the completion of the boarding period to allow us to confirm receipt of payment. Our bank account details are as follows:

**Account Name:** Heathcote Boarding Kennels  
**Bank:** ANZ Bank  
**BSB No.** 013-945  
**Account No.** 413522229  
**Reference:** (Dog's name & Surname - e.g. Buster Smith)

### **BOOKINGS FOR PEAK PERIODS**

If your booking falls within **EASTER, CHRISTMAS, NEW YEAR, SCHOOL HOLIDAYS OR PUBLIC HOLIDAY LONG WEEKENDS**, please note of the following:

Fees for any of the above periods will incur a 10% surcharge.

You will be required to book a **minimum of 5 nights over the Christmas/New Year period, a minimum of 4 nights during school holiday and Easter periods and a minimum of 2 nights for a public holiday long weekend**. If you don't require your dog to stay for the minimum amount of nights, you will still be required to pay the equivalent of the stipulated minimum nights' accommodation.

### **DROP-OFFS & PICK-UPS OUTSIDE OF USUAL BUSINESS HOURS**

We will work around your plans for an earlier drop-off or pick-up (i.e. before 08:00am) in special circumstances, provided that this is arranged at the time of booking. We are unable to remain open, or re-open, after our normal closing time. If your plans require us to re-open after our usual closing time this will be dependent on our availability and an additional fee will need to be charged. (See Schedule of Fees page)

### **SCHEDULE OF FEES - (all fees are inclusive of GST):**

#### **NIGHTLY BOARDING FEE (inclusive of food)**

<b>PER DOG</b>	<b>WEIGHT OF DOG</b>		
	<b>Under 15 kg</b>	<b>15kg -45kg</b>	<b>Over 45kg</b>
	<b>\$25.00</b>	<b>\$30.00</b>	<b>\$35.00</b>

*For each additional dog sharing the same accommodation there is a **\$2.00 discount** on the daily fee per dog. Note that there is a maximum of three dogs in any one enclosure.*

#### **ADDITIONAL FEES**

**Commercial food purchased by Heathcote Boarding Kennels, if required.** **\$3.00**  
(Per dog/Per night)

**Re-opening of kennels after the usual closing time** **\$100.00**  
(Subject to Proprietors availability)

**Supervised feeding fee** **\$3.00**  
(If your dogs staying together require a team member to stay with them until they finish their meal)

**Destruction of bed fee** **\$35.00 - \$80.00**  
(Per bed destroyed dependent on size/type of bed)

**Destruction of bedding fee** **\$15.00**  
(Per blanket destroyed)

**Destruction of wire fencing** **\$50.00**

**Destruction of wooden kennel** **\$60.00**

**Destruction of drinking bucket** **\$20.00**  
(Per bucket destroyed)

**Administration of any medication at set times outside of usual feeding times** **\$5.00**  
(Each administration)

**Additional meals** **\$5.00**  
(Each additional meal cost if you require your dog to have two or more meals per day instead of what is provided, unless for medical reasons and letter from Vet provided)

## CONSENT

As the Owner / Guardian of the dog named and described in the Registration/Booking form, I have read and agreed to the Terms and Conditions below, and agree to the following:

- I agree that if my dog requires veterinary treatment, I will rely on the judgement of the Owners/Proprietors of Heathcote Boarding Kennels to take the dog for treatment to the nearest open veterinary clinic without the need to contact me first, and note that the owners of Heathcote Boarding Kennels will contact me (or my nominated contact person) as soon as practical after this has occurred.
- In the instance whereby my dog may require veterinary treatment, I hereby agree that I am liable for all expenses incurred in such instances, plus mileage costs of \$0.50c per kilometre, and that these costs will be paid in full at the end of the boarding period.
- I agree to paying the total amount due for the boarding of my dog at Heathcote Boarding Kennels for each period booked, being the fee appropriate to my dog as per the scale of fees as shown in the Fee Schedule attached.
- I agree there is no reduction in our fee if I supply my pet's food.
- I agree to paying an additional re-opening fee of \$100.00 should I need to drop off or pick up my dog outside of the usual closing times of the kennels. I understand that this must be arranged at the time of booking and will only be accommodated if the Owners of the kennels are available at the required time.
- If my dog is ever booked in for a stay of one night only, I agree to collect my dog before 12:00 noon the following morning, OR if I choose to collect my dog after 12:00 noon, then I agree to pay an additional day's fee. (Not applicable to bookings of two or more nights).
- I agree to pay a non-refundable deposit of 30% within 48 hours of each booking. If I choose to pay the 70% balance by cash, I agree to pay at the conclusion of the boarding period when I pick my dog up. If I choose to pay the 70% balance by electronic funds transfer, I agree to pay the funds into the bank account of Heathcote Boarding Kennels a minimum of 3 (three) business days prior to the completion of the boarding period.
- On day of pick-up of my dog, I agree to paying additional costs as per the Fee Schedule attached if my dog has destroyed, chewed and/or ripped any bed and/or bedding provided by Heathcote Boarding Kennels, or if my dog has chewed and/or destroyed any wire/mesh fencing or wooden kennels. I also agree that if my dog destroys or chews any bedding belonging to Heathcote Boarding Kennels, that I will provide the dog's own bedding for subsequent boarding periods.
- I understand and accept that no refund or credit towards another boarding period will be given should I decide to pick up my dog on an earlier date other than what was originally booked.
- I give consent to the proprietors of Heathcote Boarding Kennels to use any media they have produced, involving my dog, for marketing activities.
- I accept and agree to all the Terms & Conditions and the Fee Schedule each time my dog stays at Heathcote Boarding Kennels.
- I have attached a current copy of my dog's C5 vaccination certificate.

## OTHER TERMS & CONDITIONS

- The Owners/Proprietors of Heathcote Boarding Kennels reserve the right to refuse to board any dog that cannot be walked on lead, is vicious, is clearly unwell or in poor condition.
- The Owners/Proprietors of Heathcote Boarding Kennels agree to board your dog for an agreed period, subject to the completion of this Registration/Booking form. A nightly fee is charged from the day of arrival of the dog until the day of pick-up of the dog.
- The Owners/Proprietors of Heathcote Boarding Kennels reserve the right to increase the fees at any time without notification.
- The Owners/Proprietors of Heathcote Boarding Kennels require details of any pre-existing condition your pet may have, and we reserve the right to consult a Veterinary Surgeon should we feel it necessary. The Owner/Guardian of the dog agrees to be responsible for any costs incurred for veterinary opinion and treatment in such instances.
- The Owners/Proprietors of Heathcote Boarding Kennels will not be legally liable for any illness, accident or misfortune that may occur to your dog while it is in our care, or for any veterinary costs incurred.
- The Owners/Proprietors of Heathcote Boarding Kennels will not be held legally responsible or liable for any misfortune or accident occurring to any person, whether adult or child, who attempts to touch any dog on the property. It is the responsibility of any adult in charge of children who visit Heathcote Boarding Kennels to supervise the children in their care at all times whilst on the property.

NAME SIGNED DATE / /