



Information for owners

To enrol at Canine Lounge, you need to complete the Enrolment Form and Liability and Waiver form. When completed, please contact us by phone or e-mail to lodge them before your dog commences.

Health and your dog

Canine lounge is unable to accept any dogs into daycare with contagious diseases or parasites. These include but are not limited to:

- Conjunctivitis
- Worms
- Kennel cough

If your dog enters our care and our staff consider it unfit for daycare, the dog will be isolated and sent home. Before returning to daycare, a veterinarian must declare the animal healthy and free of disease and parasites.

Dogs need to be up to date with their vaccinations and a minimum C3 vaccination is required.

Each dog will have a trial day to determine its suitability for daycare.

Drop off and pickup times

Full days:

Drop off from 7:30 to 9:00 AM Pickup from 4:30-6:00 PM

Half days:

Drop off from 7:30 if morning or from 1:00 PM if afternoon

Pickup before 12:30 PM if morning or before 6:00 PM if afternoon.

Note: Canine Lounge closes at 6PM, so please ensure your dog is collected before then!

Dogs should be on a leash when exiting your vehicle and kept on the leash when handed to a staff member. The dog will be led to the main area and the leash will be placed in a named cubicle.

Pick up information

We need to the names of the primary care and two backup contact people who are authorised to collect your dog. Our staff will not release the dog to anyone not authorised by you on the enrolment form.

When collecting your dog, please wait in the reception area until a handler comes to greet you. The handler will then retrieve your dog.

In the event your dog is not collected by 6PM and we have not heard from you,

- The second contact person will be contacted and asked to collect the dog.
- If the second contact person is not available, the third contact person will be contacted to arrange dog collection.
- A **late fee** of \$15 for each 15 minutes or part of after 6PM.

Canine Lounge is not a kennel, so we are not permitted to keep dogs overnight.

Pricing

Full day \$50 or \$45 for second and subsequent days. \$45 for second dog.

Half day \$30

Payment is to be made at the start of each daycare session. No-shows incur a \$20 fee.

Daily routine

There is a large open area that can be fenced into smaller areas to separate groups of dogs, such as large and small, timid and boisterous. Bedding will be provided for rest periods and play items are available to encourage interaction with handlers and other dogs. A smaller isolation area is available in case a dog needs to be separated from the group.

Feeding is to be done at home outside of daycare hours, but if your dog requires in-hours feeding, please speak with our staff.

If there's a problem

We may need to contact you if there is an issue with your dog's health or temperament. If your dog is injured while at canine Lounge, we'll contact you or the emergency contact to keep you informed. We will explain the incident and treatment given when collection is made.

If your dog is posing a risk to other dogs, this will be discussed with you. Options include

- attending on different days to better fit in with a different group of dogs;
- seeking the advice of a dog behaviourist;
- cancelling your dog's enrolment if we consider the other dogs are at risk.