



Fetch Pet Stays

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TERMS and CONDITIONS

The following terms and conditions apply to the provision of dog and cat boarding services by Fetch Pet Stays (ABN 43 682 205 465) ("We", "Us", "Our") to you ("You" or "Your"). By making a booking, You will be deemed to have accepted these Terms and Conditions.

1. All animals must be over 20 weeks old and have full and current vaccinations at the time of admission, including but not limited to C5 for dogs and F3 or equivalent for cats. Proof of vaccination must be provided no later than at the time of admission. Failure to provide evidence of full and current vaccination will result in cancellation of the booking.
2. All animals must have been treated for fleas (not more than 1 month), worms (not more than 3 months) and ticks (not more than 1 month) prior to admission. If worms, fleas or ticks are detected on Your animal, either at the time of admission or during boarding, it will receive immediate treatment at Your expense.
3. All cats older than 8 months must be desexed.
4. When booking, You must advise of Us about any of Your animal's medical conditions or unusual behavioural traits.
5. All animals must be restrained at the time of admission and when discharged from Our premises.
6. Boarding rates are charged on a calendar day basis no matter what time an animal is admitted or departs.
7. A non-refundable deposit is payable at the time of booking for boarding during the Christmas – New Year holiday period.
8. Boarding fees must be paid in full at the time of admission.
9. Animals must be admitted and must be discharged from Our premises at the time nominated at the time of booking.
10. Animals will only be discharged into the custody of a person nominated on the booking form unless otherwise advised by You in writing prior to discharge.
11. Any discharge after the time nominated at the time of booking will incur additional daily boarding fees at the rate prevailing at the time of nominated discharge.

12. If you are unable to collect Your animal by the nominated discharge date, You agree to contact Us prior to that date to make new arrangements for the collection of Your animal.
13. If Your animal is not collected within 7 days after the agreed discharge date (including any agreed amended discharge date) and no communication has been received from You within this 7 day post-discharge period, Your animal will be deemed abandoned and You agree that You authorise and instruct Us to surrender Your animal to any of the RSPCA Qld, Animal Welfare League, local government agency or any other animal welfare agency as We in our sole and absolute discretion determine. You agree you will pay to Us all costs incurred by Us in undertaking such action in the event of abandonment by You of Your animal, including but not limited to any unpaid boarding fees.
14. You agree that You release and discharge Us from any and all claims, actions or proceedings for damages (including but not limited to claims in negligence), compensation, loss, expense, costs, interest or any and all other monetary amount howsoever arising relating to, arising out of or in connection with Us acting in response to Your abandonment of Your animal.
15. If Your animal becomes ill or is injured while boarding with Us, We will use Our best endeavours to contact You and Your emergency contact immediately. In the event that You or Your emergency contact cannot be contacted after three attempts within 3 hours, You explicitly instruct Us, at Your sole expense, to engage an available Vet to attend upon Our premises to provide treatment to Your animal. In the event a Vet is unable to attend upon Our Premises, you authorise and instruct Us to transport at Your cost your animal to the nearest available Vet for treatment. You indemnify Us against any and all claims that may be made by the Vet so retained against Us as a result of Our engagement of the Vet under this clause.
16. If Your animal requires the application of any oral treatments or medications while boarding with Us, all treatments must be in their original packaging, labelled with the animal's name and with clear dosage instructions.
17. All additional costs incurred by Us pursuant to these Terms and Conditions must be paid by You prior to Your animal's discharge.
18. Unless stated otherwise at the time of booking, You acknowledge and agree that the image and name of Your animal may be used by Us for social media, marketing and advertising purposes.
19. Notwithstanding anything contained in these Terms and Conditions, We reserve the right in Our sole and absolute discretion to refuse admission of any animal. If and only if no grounds are given for non-admission will You be entitled to a deposit refund.
20. You acknowledge and agree that We, Our officers, employees and agents will not be responsible or liable for any claim, action or proceeding for damages (including but not limited to claims in negligence), compensation, loss, expense, costs, interest or any and all other monetary amount howsoever arising relating to, arising out of or in connection with any injury, illness, trauma or other condition including death, to Your animal which may occur while or as a result of Your animal boarding with Us.
21. You acknowledge and agree that You are solely responsible for any and all acts or behaviours of Your animal while boarding with Us and You herein agree to indemnify and hold Us, Our officers, employees and agents harmless from and against any claim, action or proceeding for damages (including but not limited to claims in negligence), compensation, loss, expense, costs, interest or other monetary amount howsoever arising relating to, arising out of or in connection with any injury, illness, trauma or other condition suffered by another animal, or the death of another animal, caused by Your animal while boarding with Us.
22. These Terms and Conditions and the completed booking form constitute the agreement between Us and You in respect of the boarding of Your animal and supersedes all previous

agreements, promises or understandings between the parties in connection with its subject matter.

I,

accept these terms and conditions outlined above.

Signature

Date