



## **Khatala Pet Lodge Boarding Terms and Conditions**

Thank you for booking and placing your dog(s) in the care of Khatala Pet Lodge.

### **1 GENERAL**

- 1.1 Khatala Pet Lodge reserves the right to amend these Terms and Conditions at any time. Changes will apply only to future bookings and will not affect confirmed bookings already accepted.
- 1.2 By signing this agreement once, the owner acknowledges acceptance of these Terms and Conditions, which will apply to all current and future bookings made with Khatala Pet Lodge, subject to any amendments made in accordance with clause 1.1.
- 1.3 By confirming a booking, the owner acknowledges and agrees to be bound by the Terms and Conditions in effect at the time of that booking.

### **2 BOOKINGS**

- 2.1 The owner agrees to provide full contact details, as well as an emergency contact name and number.
- 2.2 The owner agrees to provide full and accurate details of their dog(s) to Khatala Pet Lodge.

### **3 BOARDING REQUIREMENTS**

- 3.1 Only dogs from the same household may share a suite.
- 3.2 Female dogs in season, or within one month before or after a heat cycle, cannot be accepted for boarding. If a female dog comes into season during her stay at Khatala Pet Lodge, the owner must arrange for immediate collection. No refunds or credits will be issued for cancellations due to a dog coming into season either prior to (within 30 days of arrival) or during boarding at Khatala Pet Lodge. All original booking fees remain payable in full. It is the owner's responsibility to manage this risk when making a booking
- 3.3 Intact (unneutered) male dogs aged six (6) months or older will not be accepted. Chemical castration not accepted.
- 3.4 Dogs with a history of escaping or fence-jumping cannot be accepted. Owners must disclose any such history. The owner takes full responsibility for dog(s) that jump the

fence, with the understanding that Khatala Pet Lodge perimeter fences are 1.8m high and inner fences are 1.5m high.

- 3.5 All dogs must be sociable and non-aggressive towards humans and other dogs. If aggression is displayed, the dog(s) may be isolated and must be collected immediately. No refund or credit will be issued.

## 4 FEES

- 4.1 A 50% deposit is required to confirm a booking and must be paid within 48 hours. If the deposit payment is not received, the booking will be cancelled automatically.
- 4.2 Remaining boarding fees must be paid at drop-off or pick-up.
- 4.3 The owner agrees to pay any and all extra costs at pick-up. (Extra costs could be incurred due to vet fees, damages to Khatala Pet Lodge property, special food requirements etc).
- 4.4 The owner acknowledges that boarding rates are calculated on a calendar day basis, irrespective of time of drop-off or pick-up.
- 4.5 Rates are subject to change without notice. However, confirmed bookings with deposits paid are locked at the agreed rate.

## 5 VACCINATIONS

- 5.1 All dog(s) must be fully vaccinated with a C5 vaccination covering the full boarding time at Khatala Pet Lodge. **All C5 vaccinations to be completed at least 14 days before arrival to Khatala Pet Lodge.** No dogs will be permitted to board at Khatala Pet Lodge if the C5 vaccinations are not in place minimum 14 days prior to arrival.
- 5.2 Proof of vaccination must be provided in writing before arrival.
- 5.3 Vaccinations given less than 14 days before check-in will not be accepted.
- 5.4 Dogs without compliant vaccinations will be refused entry. Deposits will be forfeited and cannot be transferred to future bookings.

### 5.5 Canine Cough

- 5.5.1 The owner acknowledges that their dog(s) will not be admitted to Khatala Pet Lodge if found coughing on arrival, unless a letter from a Veterinarian is shown with reasons for coughing.
- 5.5.2 The owner acknowledges that, should their dog/s start coughing after arrival at Khatala Pet Lodge and having been diagnosed with Canine Cough, they will have to be collected immediately.
- 5.5.3 The owner acknowledges that no refund will be provided for any dog that needs to be collected due to Canine Cough.

## **6 FLEA AND WORM TREATMENT**

- 6.1** The owner acknowledges that their dog(s) are up to date with their flea and intestinal worming treatment and have been flea treated and dewormed no more than 3 days before drop off (unless on a recognised monthly program)
- 6.2** If fleas are found, the dog(s) will be treated with an appropriate treatment, and the cost will be added to the owner's account, along with any costs related to preventing a wider infestation.

## **7 HEALTH AND CARE**

- 7.1** The owner agrees to inform Khatala Pet Lodge of any latent or current health problems or issues their dog(s) may have that require special care by Khatala Pet Lodge staff or veterinary attention.

## **8 VETERINARY CARE**

- 8.1** The owner authorises Khatala Pet Lodge to seek Veterinary care for their dog(s) in the event of an illness, injury or accident and to release information regarding their dog(s) to the Veterinarian to assist in making a diagnosis and any possible treatment.
- 8.2** Khatala Pet Lodge will endeavour to contact the owner first should any Veterinary treatment be required, but in the event that the owner cannot be contacted, the Veterinarian's decision is final.
- 8.3** If required, the owner authorises Khatala Pet Lodge to transport their dog(s) for veterinary care to Greenfields Vet Hospital, Greencross Vet Hospital, Baldivis Animal Hospital for after hour services or another licensed veterinarian as required.
- 8.4** The owner agrees to pay all costs incurred in full for Veterinary treatment when collecting their dog(s).

## **9 CANCELLATION POLICY**

### **9.1 Bookings made more than 30 days before the arrival date:**

- 9.1.1** A cancellation notice of **30 days or more** prior to the scheduled arrival date is required to qualify for a refund of the deposit.
- 9.1.2** Deposits are non-refundable and non-transferable if the booking is **cancelled or rescheduled** within 30 days of arrival.

### **9.2 Bookings made within 30 days of the arrival date:**

- 9.2.1** Deposits are non-refundable and non-transferable if the booking is cancelled.

### **9.3 Vaccination-related cancellations:**

- 9.3.1** Owners are responsible for ensuring their dog(s) C5 vaccinations are up to date before making a booking at Khatala Pet Lodge
- 9.3.2** If vaccinations are non-compliant, the booking will be cancelled, and the deposit forfeited. Deposits will not be transferred to later bookings.

## **9.4 Reduction of stay:**

**9.4.1** If owners reduce boarding dates (later drop-off date or earlier pick-up date) with less than 30 days' notice, the full original booking fee remains payable.

## **10 LIABILITY**

**10.1** To the fullest extent permitted by law, Khatala Pet Lodge, its staff, and representatives shall not be liable for illness (including Canine Cough), injury, accident, loss, or death of any dog while in boarding, where the utmost care and diligence have been exercised.

**10.2** Owners indemnify Khatala Pet Lodge, its staff, and representatives from any claims, demands, or expenses arising from their dog(s) stay, including (but not limited to) injury to other animals, people, or property, where the utmost care and diligence have been exercised.

**10.3** Owners accept full financial responsibility for all veterinary costs, damages, and other expenses incurred as a result of their dog(s) stay.

## **11 SOCIALISATION**

**11.1** Owners must disclose their dog(s) temperament and socialisation history in the Pet Profile form.

**11.2** Direct socialisation between dogs from different households is not guaranteed and will only occur at the discretion of Khatala Pet Lodge staff if deemed safe and appropriate.

**11.3** Owners accept that despite best supervision, injuries may occur during play, and Khatala Pet Lodge accepts no liability for such incidents.

## **12 MEDIA CONSENT**

**12.1** Unless otherwise stated in writing, the owner consents to photographs, videos, and names of their dog(s) being used for marketing purposes, including on the website and social media.

**12.2** No financial compensation will be provided.

## **13 ACKNOWLEDGEMENT AND CONSENT**

By signing below, the owner confirms the accuracy of the information provided and agrees to the Terms and Conditions above.

Dog(s) Name(s): \_\_\_\_\_

Owner Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Canine Cough

Having a sick fur kid is never fun, but is sometimes inevitable. Canine Cough is one of those illnesses that may occur, no matter how diligent you are at keeping your kids up to date with their vaccinations. It is mostly a benign, yet highly contagious, airborne disease, transmitted easily in environments where dogs meet, such as the park, beach, cafe, vet rooms, day care facilities and boarding environments.

Although your fur kid may be fully vaccinated, they can still contract the disease, due to the different strains of the virus, just like the human flu and will present with a 'honking' cough, aggravated with exercise.

At Khatala Pet Lodge we endeavour to keep all fur kids healthy and safe, we are therefore very diligent with vaccinations being up to date. No fur kid will be admitted without being fully vaccinated at least 14 days prior to arrival at the Lodge.

We also follow a strict regime for cleaning, using F10, a veterinary grade disinfectant of the highest level, killing bacteria, viruses, fungi and spores.

The incubation period for Canine Cough is generally 2 to 10 days, but can be up to 14 days, and fur kids may appear 'healthy' when arriving at the Lodge, but present with symptoms after being at the Lodge for a few days and herein lies the dilemma. Not only will your fur kid have to be isolated, but the other guests may have been put at risk in the process.

If your fur kid is showing signs of and has been diagnosed with Canine Cough by a vet you will be contacted and unfortunately, he/she will have to be collected immediately to ensure the safety and wellbeing of all the other fur kids.

No amount of diligence regarding vaccinations or cleaning will prevent the illness from taking its course if a doggy has already been infected and is in the incubation period when arriving at the Lodge. We are also not willing to put other fur kids at risk once symptoms are present.

Please be mindful where you take your fur kids before their visit and help us keep everyone healthy and happy to do what they do best at the Lodge...have fun!