

Albany Pet Resort

Quality Boarding for Cats & Dog

.....**ESTABLISHED IN: 1955**.....

NO PET will be accepted without a current vaccination certificate.

DOGS must be vaccinated with a 5 in 1 Vaccination + Leptosprosis & Kennel Cough - 1 YEARLY

CATS must be fully vaccinated for 3 in 1 Vaccination - 3 YEARLY.

All pets must be wormed and deflead prior to boarding. Management reserves the right to administer worming/flea products if deemed necessary.

- OPENING HOURS: 8-10 am & 3-5 pm - Everyday -

Closed to public: 25 Dec & 1 Jan, Easter Sunday, Anzac Day &

ALL Public Holidays falling on a Monday in the mornings

.....**We are taking care of our guests outside these hours**.....

PRICES:

CATS: \$13.00

SMALL DOGS: \$25.00

MEDIUM DOGS: \$27.00

LARGE DOGS: \$29.00

\$20.00 DOGGY DAYCARE - ALL SIZES

\$25.00 BATH - Show Quality Shampoo & Conditioner.

..... \$10.00.....SMALL ANIMALS RABBITS, BIRDS ETC.....

\$5.00 Public Holidays;: to help with the extra staffing that is required.

\$10.00 Un-neutered Males- **Only by prior arrangement**

Dogs need to be in by 10.00am to be listed as receiving a Dinner for that day

VIEWINGS – Wednesday & Saturday between 3.30- 4.30.pm outside peak times.

Viewings must be done **PRIOR** to drop-off's, we cannot be doing them within our regular hours, as we are busy with customers.

Payment on arrival by Cash/Cheque/Eftpos/Internet banking

.....**Sorry we don't have Credit Card**.....

How our daily charges works

Just like a Hotel, a full day is charged regardless of arrival time, as once your beloved pet(s) are in our care it becomes a chargeable day.

All days booked must be paid for in full on arrival.

TERMS AND CONDITIONS

Facility standards and management practices are vetted to a high standard. All care and professional expertise will be given to your pet.

We do not accept responsibility for illness, injury , loss or failure of medications/supplements administered for any reason.

The owner understands that we operate a communal interactive playgroup and accepts the positive benefits and potential risks involved..

If an animal is abandoned at our Resort i.e. not collected within 7 days after the agreed pick-up date, without any contact from the owners, our company has the right to re-home/ dispose of it however required.

Management reserves the right talk to your Vet in regards to any concerns with your pet/pets .

In the event of your pet requiring any veterinary attention during your absence, we will make every effort to phone you or your emergency contact number (supplied by you) to explain what is needed.

If we cannot make contact, we must reserve the right to make arrangements and any fees will be met by yourself, the pet owner.

Christmas/January Bookings- Peak period booking Information:

- During peak season i.e. Long weekends & 20th December 2016- 11 January 2017 we charge for all days booked regardless of Check-In/Check-out time.
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- A minimum stay of 8 days from 20h December- 11 January 2017 is required, due to heavy demand. Please book carefully as dates need to be accurate.
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- Pets must be collected on the Booked leaving date or a charge of \$50.00 per night per pet, will apply for any late pick-ups. This is because the day of departure for your pet is the day of arrival for another.
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- 50% deposit is required to confirm your booking during **Peak periods**, with the remaining balance payable on arrival.
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- Once bookings are confirmed, we regret we must charge for all days booked irrespective of late drop-off or early collection.
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- CHRISTMAS / JANUARY ONLY: Cancellations before the 1 November receive their deposit back minus an Administration fee of \$100.00. Cancellations after this date are non-refundable/transferrable

- LONG WEEKEND ONLY—Cancellation within 7 days of the check-in date are non-refundable/transferrable & if cancelled before the 7 days, receive their deposit back minus an Administration fee of \$50.00.

**Once deposit is received, acceptance of our Terms and Conditions will apply.
Refunds on Peak period bookings are not available if you:**

- cancel your booking, or change your mind and decide not to utilise your booking
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- have purchased (or someone else booking on your behalf) the wrong booking by mistake;
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- CHRISTMAS / JANUARY ONLY : Cancellations before the 1 November receive their deposit back minus an Administration fee of \$100.00..
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- **All** Cancellations after this date are non-refundable/transferrable
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You will be eligible for a full refund on the amount you paid for your pet/pets booking

- your pet pass's away and a qualified Vet verifies this in writing to us
- Declaration: I have read the above agreement, understood the above and agree to the terms and conditions of my pets boarding at Albany Pet Resort.