

Maraboon Pet Resort Boarding Policies

(Please read and sign)

The boarding facility, its director(s), employee(s), representative(s) or any other person(s) affiliated with the company shall hereinafter be referred to as "Maraboon Pet Resort."

1. I represent that I am the legal owner or acting on behalf of the owner of the pet applied to in these terms and conditions.
2. I release Maraboon Pet Resort from any and all liability which I or my dog may suffer, including but not limited to: injury, sickness, damage or death resulting from participation in daycare, grooming, boarding, or outdoor walks.
3. I understand that all pets must complete a temperament evaluation. I understand that the Maraboon Pet Resort reserves the right to refuse or to reject any pet that might be a safety hazard to its self or other pets in our care or affiliated staff members. This includes but is not limited to: cats/dogs who are aggressive, anti-social, toy or people possessive, anxious or physically ill.
4. For Doggy Day Care, I understand that all pets must be fully vaccinated (puppies must have completed their full course of puppy vaccinations at least 14 days prior to arrival) to attend day care and all pets must be spayed or neutered. Exceptions may apply for puppies and are assessed on an individual basis.
5. For Boarding and Grooming, I understand that all pets must be fully vaccinated (puppies must have completed their full course of puppy vaccinations at least 14 days prior to arrival). For dogs, to participate in our shared boarding practices, it is a requirement of our facility that these dogs be desexed. We are still able to board un-desexed dogs at our facility, but solo boarding rate and additional terms and conditions may apply. These 2 items may be waived on a case by case basis and I understand that I may be charged at a higher rate for boarding if this occurs.
6. I understand that standard boarding is based on shared boarding kennels and that my pet will potentially be sharing a kennel with other animals that are of similar breed and size, depending upon behavioural testing.
7. I understand that all pets entering the resort must be up to date with vaccinations and these vaccinations must have been administered at least 14 days prior to boarding. I understand that proof of vaccination must be submitted to Maraboon Pet Resort at least 48 hours prior to admission, either emailed to admin@maraboonpetresort.com.au or uploaded to the customer portal
 - a. All dogs must be vaccinated against Bordetella and DHPP (Also known as a C5 vaccination). It is policy at the Maraboon Pet Resort that Bordetella and DHPP vaccinations must be administered every 12 months.
 - b. All cats must be vaccinated against FVRCP (Also known as a F3 vaccination). It is policy at the Maraboon Pet Resort that F3 vaccinations must be administered every 12 months.
8. I understand that while my pet is fully vaccinated, vaccines are not guaranteed and there is a small risk that my pet may contract a contagious disease or illness. I agree that should this occur, I am responsible for my own pet's care and medical attention.
9. I agree to allow a 14 day waiting period after my pet has had its vaccinations to allow the vaccines to reach full protection potential and to ensure my pet has not has any negative reaction to the vaccines. Should my pet be allowed to stay at the Maraboon Pet Resort less than 14 days after vaccination, I understand that my pet could be at risk of contracting a contagious virus/disease. In an emergency situation that my pet is not current with vaccinations, I will vaccinate my pet with my veterinarian and board my pet with permission from management in an isolation kennel at an increased rate.
10. I understand that my pet is required to be on a current veterinarian approved form of flea control. Acceptable flea treatments are (but not limited to) Bravecto, Frontline, Frontline Plus, Advantix, K-9 Advantix, Revolution, Nexguard and Comfortis. Any animal that has fleas will be treated prior to boarding, at the owner's expense.
11. I understand that my pet is required to be de-wormed with a veterinary product prior to boarding with Maraboon Pet Resort. In the event that de-worming is not current, Maraboon Pet Resort will administer a deworming product at the owner's expense.
12. I understand that although it is not policy that my pet be on tick treatment, if my pet does present with

ticks upon arrival or during its stay, the Maraboon Pet Resort will provide a treatment at my own expense.

13. I understand that my pet may be refused boarding if it has been exposed to any communicable diseases within the last 30 days.
14. I understand that all dogs must be on leash and that cats must be contained in a cat carrier when entering and exiting Maraboon Pet Resort.
15. I understand that it is the policy of the Maraboon Pet Resort to allow the pets under its care to exercise outside their kennels and within common exercise areas. I understand that my pet may be exercised with other pets of compatible natures. I consent to my pet being exercised and indemnify Maraboon Pet Resort against any suit or claim arising from any loss or injury to my pet whilst being exercised.
16. I understand that although all pets are fully supervised that incidents or injuries may occur from playing with the other pets. This includes but is not limited to bites, scrapes, scratches, and sprains.
17. I declare that my pet is sociable and has not harmed or shown threatening behaviors towards any person or any other pet. I understand Maraboon Pet Resort reserves the right to remove my pet from the play area and place my pet in a separate holding area should my pet display any unwanted behaviours.
18. I understand that the Maraboon Pet Resort reserves the right to permanently remove a pet from its daycare or boarding facility at any time. The Maraboon Pet Resort manager also has the right to refuse admission of any animal and for no reason.
19. I understand that all fees for services are due upon arrival. Acceptable forms of payment include cheques, EFTPOS, credit card and cash (or direct debit prior to arrival).
20. I understand that there will be a \$1/minute late fee for animals picked up after closing. These fees apply between 5.31pm and 5.45pm. At 5.46pm the animal will have to stay overnight and will be charged a boarding fee and any other associated fees.
21. I understand that boarding services are charged at a calendar day rate (daily rate, not nightly), including day of pick up and drop off. Drop offs and pick ups are only permitted during hours of daycare operation. I understand that Maraboon Pet Resort reserves the right to refuse after hours pick up.
22. I release Maraboon Pet Resort from any liability or responsibility leading to paralysis tick, canine influenza, cat flu, injury, sickness, death or damage of any kind to my own or any other animal.
23. I release Maraboon Pet Resort Pet from any liability should my pet injure another pet or person and accept medical and legal responsibility for my pet's actions.
24. I release Maraboon Pet Resort from any liability should death of my pet occur for any reason whilst at the Maraboon Pet Resort.
25. I agree that my pet may be recorded on camera and its images may be used for Maraboon Pet Resort promotional material.
26. I understand there is no refund or credit for early holiday returns. All board rates are charged on a calendar day basis and full period booking will be charged.
27. I understand that if my pet is dirty upon arrival, the Maraboon Pet Resort will make all reasonable effort to contact the owner. If no contact can be made, the resort will commence treatment at my expense.
28. I give permission for the Maraboon Pet Resort to bath and dry my animal (cats excluded unless necessary) during its stay.
29. In the event that I, my emergency contact or any other person I have authorised in writing does not pick up my pet on the agreed upon departure date, I hereby authorise the Maraboon Pet Resort to continue to provide boarding and any additional services at my expense. If such pet is deemed abandoned under provincial laws, Maraboon Pet Resort will use its discretion as permitted by law to follow the 'Abandoned Pet Procedure'. I understand that the Maraboon Pet Resort will attempt to contact me by telephone and/or in writing using the information that I have provided, advising me that if my pet is not picked up within 7 days, my pet will be deemed to be abandoned and will be delivered to a third party adoption partner, animal shelter, or new owner. If I fail to pick-up my pet for any reason, I release Maraboon Pet Resort from further liability and responsibility of my pet.
30. I agree to pay for any and all outstanding charges prior to or at time of pick up. I understand that should I not have provisions for payment at the time of pickup, Maraboon Pet Resort reserves the right to withhold my pet and continue to charge for continued services and any additional fees until payment is made in full. I understand that should I fail to complete payment within 7 days of the notified due date,

Maraboon Pet Resort will proceed with the 'Abandoned Pet Procedure'.

31. I consent that if my pet is on the medication(s), I agree for them to be administered to him/her during their stay. I consent that this medication is in its original packaging accompanied by veterinarian instructional label.
32. I agree to let the Maraboon Pet Resort provide food for my pet during its stay unless otherwise stated. Should I have provided my pet's own food, I consent that it is clearly labeled and contained in an appropriately sealed container. I consent that there is an adequate amount and that a few extra days have been provided for emergency use.
33. I agree that any additional paid extras or activities for my pet are dependent upon the schedule of the resort and the availability of resources to execute them. I understand that the time my pet arrives and departs at the resort may also effect whether these additional extras or activities can be executed or not. The Maraboon Pet Resort will make every effort to execute these extras or activities however, I understand that there may be instances where they cannot be executed and in this event, Management reserves the right to grant or refuse a refund for these services, based upon each individual circumstance.
34. As owner or acting agent of my pet, I hereby give consent for emergency medical care as prescribed by a duly licensed veterinarian to be administered if required. This care may be given under whatever conditions are necessary to preserve life, limb or well-being of my pet. I allow Maraboon Pet Resort staff to contact my veterinarian or any other accessible vet clinic as deemed necessary should any injuries require medical attention. If the hospital staff are unable to contact me, I consent to any procedures necessary in the veterinarian's professional judgment up to and including \$300.00. I understand the staff will continue to try to contact me but have the authorization to make a judgment call if additional treatment is needed in a life threatening or severely debilitating situation. I agree that I am solely responsible for any medical expenses or procedures required for my pet. I agree to disclose any previous or current medical issues or concerns of my pet so that Maraboon Pet Resort staff can make a determination of suitability for daycare or boarding.
35. Under no circumstances will I hold the Maraboon Pet Resort responsible for any items lost, destroyed or left behind on these premises such as toys, bedding, collars etc.
36. I agree to be solely responsible for the behaviour of my pet while it is in the care of the Maraboon Pet Resort.
37. I understand that should my pet cause any damages to property at the Maraboon Pet Resort, I may be liable for the cost of any repairs. Damages are charged at \$250 for minor incidents and \$500 for major incidents. The cost of these damages are to be determined by management on a case by case basis. I understand that should my pet cause damages to Maraboon Pet Resort property, there may be implications and restrictions put in place for future services for my pet (such as type of kennel allowed for boarding) or my pet may be excluded from the Resort altogether.
38. I understand that my pet can be dropped off during any time within the opening hours, but it is preferable that my pet is dropped off before noon to allow adequate time to settle my pet in. I also understand that no discounts will be granted for a late drop off.
39. I understand that my pet can be picked up during any time within the opening hours, but it is preferable that my pet be picked up before 5.15pm. I also understand that no discounts or credits will be granted for an early pick up and that if I do pick up my pet early, any additional activities such as baths, playtimes, departure health checks etc. may not be completed and any associated charges will not be refunded.
40. I understand that there is a non-refundable booking deposit of 30% (minimum of \$20) required for boarding bookings. However, no deposit is required for doggy day care or grooming bookings. I understand that this deposit must be paid within 7 days of making the booking. I also understand that these terms may be changed in conjunction with the MPR Cancellation/No Show Policy and that a higher deposit may be required during peak/Christmas periods.
 - a. Management reserves the right to delete any bookings that fail to pay the confirmation fee within the 7 day period.
 - b. Credits and refunds will only be issued at Manager's discretion.

41. I understand that if I do not show for my booking, I will be expected to pay the full amount of all my subsequent bookings at the time of booking. If I decide to cancel or not show for any of these subsequent bookings, I understand a refund will only be awarded at management's discretion and that I may be refused entry into the resort in future.

With my signature below, I certify that I have read and understand the agreement and waivers. I agree to abide by the regulations and accept all terms and conditions set out.

Signature: _____ Date _____

Print Name: _____