

The Belly Rub Club - Dog Boarding Terms and Conditions

Terms and Conditions.

By clicking "Yes" to confirm any booking or service with TBRC Pty Limited, I acknowledge and agree to the following Terms and Conditions:

For dogs over 5 Months, to receive overnight care from The Belly Rub Club (TBRC), all dogs must be fully vaccinated with C5 Vaccinations, and up to date on all worming, tick and flea treatment and this must be done at least 7 days prior to attending. TBRC will require evidence of record of vaccination when making a booking or arriving for the dog's first day and request up-to-date vaccination certificate annually.

For dogs under 5 months, to receive overnight care from must have had at least their first vaccinations, flea, tick and worming treatment and be free of intestinal parasites. All puppies must have been in their new home for at least ten days and have appeared healthy during this time. TBRC will require evidence of record of first vaccination when making a booking or arriving for the dog's first day and request up-to-date vaccination certificate annually.

All dogs over 7 months are required to be de-sexed or neutered in order to board at TBRC.

TBRC reserves the right to only board dogs that are regular Daycare clients and have been assessed by The Belly Rub Club for suitability for daycare, our environment & staff and are therefore comfortable in our care. For any dog assessed not to be suitable for daycare, will not be admitted for boarding. If a dog is accepted for boarding although prior to a boarding booking is then deemed unsuitable, TBRC reserves the right to cancel all future bookings and a refund of all pre-paid and unused boarding will be refunded to the client.

TBRC is unable to accept any breeds that are deemed 'dangerous' according to the NSW Government; including American Pit Bull, Japanese Tosa, Presa Canario, Dogo Argentino and Fila Brasileiro. TBRC has made the decision to only accept small/medium sized breeds and will not accept dogs regardless of breeds that do not pass our temperament test. All owners must accept that their dogs will be in areas with other breeds regardless of boarding or daycare services requested.

Where a Dog has had a significant injury/illness/surgery within the last 6 months TBRC may require that the owner provide a vet report confirming fit-to-board and sign disclaimer accepting risks. For admission after a routine surgery (i.e. desexing, dentals, wounds)

surgical incisions must be fully healed and the stitches removed (usually completed 14 days post-surgery).

TBRC reserves the right to refuse to board any dogs as it sees fit.

In the case of an incident with your dog requiring veterinary care (non-emergency or emergency), we will contact you or your emergency contact. Where we are unable to make contact, we will make decisions on your behalf in the best interests of the pet's health. All veterinary care bills incurred will be payable by the owner as per the terms and conditions.

You agree to pay all costs and charges for optional dog services requested by you.

You agree to pay all veterinary costs for your dog incurred during the time the dog is in TBRC's care.

TBRC reserves the right to adjust/change the pet's services where deemed appropriate to ensure the safety and welfare of all dogs in their care.

The owner certifies that they are the sole owner of the pet, free and clear of all liens and encumbrances and you agree to be solely responsible for any and all acts or behaviour, harm or damages that occur to other dogs, people or property resulting from aggressive, dangerous, and unacceptable behaviour including but not limited to biting, scratching and clawing while it is in TBRC's care.

The dog will be released from boarding only to persons named within your customer record including emergency contacts. You must advise in writing naming any other authorised persons to collect your dog to hello@thebellyrubclub.com.au to authorise alternate pick ups.

If a dog is abandoned or not collected from boarding on their set check out day, TBRC Staff maintain the dog for overnight boarding and the client will be charged a \$90 Board & Food charge and the Dog can be collected by 9AM the next morning. If not collected the client will be charged subsequent boarding charges at the daily rate for each remaining calendar day for up to 14 Days.

If a dog is deemed abandoned, such is not collected within 14 Days of the last booked service, TBRC will follow their Abandoned Pet Procedure and has the right to find suitable care for the dog, which may include but not limited to releasing the dog to local council or rehoming groups.

Under no circumstances will TBRC, its employees or agents be responsible for par

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canine influenza, injury, loss, damage or death of any kind whatsoever, whether or not caused by any negligent act or omission of TBRC, its employees or agents, that may occur to any dog staying at TBRC for any services.

A deposit is payable at the time of booking for each boarding stay. This is fully refundable during a 24 hour cooling-off period. After 24 hours, deposits are non refundable although can be transferred as credit to a future boarding. Unless otherwise specified, any credits accumulated by customers will have an expiry date of 12 months from when the booking was made.

Cancellations are accepted with 7 days notice to hello@thebellyrubclub.com.au. Changes can be made up to 48 hours prior to check in of your dog, extensions of boarding are subject to availability and animal welfare.

The balance of each booking is payable on arrival and any outstanding balance of any booking is payable upon collection of your dog including any incidentals, add-ons or special services requested during the dog's stay. This will be charged on departure to the owner's credit card on the day of departure or next working day.

Boarding rates are charged on a per-calendar-day basis and the owner agrees to pay the rate for boarding effective on the date the pet is checked in to TBRC (as advised in the price list effective at the time of booking).

A \$10 surcharge per pet, per day will apply to all Daycare & Boarding bookings including the day of arrival or departure on all NSW Public Holidays.

If you decide to change your billing information, 14-day notice is required. You are responsible for notifying TBRC if your contact details change. Failure to do so has no bearing on any of the terms of this agreement.

You may not transfer boarding dates to any other dog not named in the original booking contract.

You understand that boarding rates are reviewed periodically and may increase. This is regardless of the contracted amount or contract term. Members will be notified a minimum of 30 days prior to any such membership rate increase by email.

Debt Collection Action- The Customer: a) Authorises TBRC to notify any debt collection or credit reporting agency upon default by the Customer in regard to any obligation to pay under this debit authorisation; b) agrees to immediately pay the full outstanding balance of the

remainder of the payments due, including any current arrears, should a default occur prior to this payment request terminating; c) may be liable for any costs associated with the recovery of your overdue account, this may include, but is not limited to the following; legal fees, interest and mercantile agency collection cost.

This agreement relates to TBRC boarding service and is not applicable to Daycare stays. Should you require Daycare for your pet you agree to TBRCs Dog Daycare Terms and Conditions.

We reserve the right to modify, alter, or update these terms and conditions at any time without prior notice. It is the customer's responsibility to review our terms and conditions periodically for changes. Your continued use of the service after any modifications indicates acceptance of the updated terms.

By signing these conditions you hereby allow your pet to be photographed and/or filmed, which will occur only at TBRCs premises in a controlled situation. Photographs and/or footage may be used by TBRC for promotional or advertising purposes.

By signing these conditions the owner certifies to the accuracy of all information given about the Dog, and that the owner has provided all relevant information about their Dog and their pets health.

The owner acknowledges by signing this contract they agree to the above terms and conditions.