

# Doggy Daycare Client Agreement

In requesting your dog(s) be accepted into Dogtropolis Doggy Daycare centre and/or other programs offered by Dogtropolis Doggy Daycare, you understand and agree to the following:

- My dog(s) must be in good general health and I must provide proof of current C5 vaccinations (which includes the Kennel Cough component) in order for my dog(s) to attend day care at Dogtropolis Doggy Daycare. C5 certification can be provided by your veterinarian. I must inform Dogtropolis Doggy Daycare if my dog has been infected with any communicable diseases.
- If my dog(s) requires any medication for any condition, I must supply the medications with specific written dosage instructions, in addition to this, a Medicinal authorisation form is to be signed by both parties at reception.
- In the event of illness, I authorise Dogtropolis Doggy Daycare staff to take my dog(s) to their recommended vet 'Dr Samantha, On Call Veterinarian' from 'The Park Vets', if emergency treatment is required. I will pay in full any vet expenses upon collection of my dog(s) from Dogtropolis Doggy Daycare.
- I must inform Dogtropolis Doggy Daycare of any known behaviour problems that my dog(s) may have, including, but not limited to, excessive barking, dominance, mounting etc. Dogtropolis Doggy Daycare uses safe and harmless corrective methods such as verbal commands, water spray (if needed) and timeout spaces when reprimanding a dog's behaviour.
- All dogs at Dogtropolis Doggy Daycare must be neutered or spayed (over the age of six months), well-socialised and friendly to not only other dogs but also people. Any dog found to be aggressive will not be accommodated at Dogtropolis Doggy Daycare. Any behaviour deemed dangerous or inappropriate at Dogtropolis Doggy Daycare may result in my dog(s) removal from the facility.
- All dogs must approach, enter and leave the facility on a lead at all times. All dogs must wear a collar at all times whilst attending daycare at Dogtropolis Doggy Daycare.
- Dogtropolis Doggy Daycare is a cage free environment that allows dogs to interact and play directly with one another off leash under supervision. Every dog reacts differently and animals, by nature can be unpredictable and therefore present a certain level of risk. I acknowledge and understand that there are certain risks involved in day care, including but not limited to injuries to people, property and animal. Dogtropolis Doggy Daycare staff will administer first aid if required to all minor injuries and notify me of said injury when I pick up my dog(s). I accept all reasonable risk of injury to my dog(s) that may occur in normal activities of a dog day care environment.
- My dog(s) is cared for at Dogtropolis Doggy Daycare without liability for loss or damage from disease, theft, fire, escape, injury or harm to persons, other dogs, or property.
- I understand Dogtropolis Doggy Daycare operating hours are from 7.30am to 6.30pm Monday to Friday. If I do not pick up my dog(s) by 6.30pm weekdays, there will be a \$10 late fee charged for every 10 minutes or part thereof after 6.30pm. If my dog(s) has not been collected by 7.30pm, overnight accommodation will be arranged and I will be responsible for all costs incurred for transport and accommodation. This also applies for half day bookings (strictly 6 hours from time of check-in or a full day fee will apply).
- I accept that Dogtropolis Doggy Daycare fees are to be paid in advance or on the day of a scheduled visit when collecting my dog.

- I accept that I must pre-book my dogs attendance at Dogtropolis Doggy Daycare by 5.00pm the previous day to be approved and confirmed upon availability for the following day. I accept the possibility that my booking may not be accepted or confirmed if the booking is made after 5.00pm the day before upon availability.
- I understand that a “no show” or cancellation without notice before 8.00am on the day of the booking will incur a 100% charge unless there is an illness or injury to my dog.
- I hereby release Dogtropolis Doggy Daycare from any liability or claim for injury or loss associated with my dog’s attendance and participation at Dogtropolis Doggy Daycare.
- I acknowledge that all photographic images or digital recordings taken of the facility, dogs, customers and staff, together with their prints and their copyrights therein are the property of Dogtropolis Doggy Daycare.
- I authorise Dogtropolis Doggy Daycare to reproduce/alter the images, in print or electronic format without compensation to me and I waive the right to approve the finished image.
- When completing the daycare enrollment form, I will do so to the best of my knowledge and will notify Dogtropolis Doggy Daycare immediately of any changes to the information I have provided.