

Barks and Recreation Dog Daycare Terms and Conditions

This document sets out the terms and conditions on which you engage Barks and Recreation to care for your dog. The terms & conditions are to ensure that all dogs are cared for in accordance with the Victorian Code of Practice for the Operation of Boarding Establishments. The provisions of the Code need to be observed to ensure the health and safety of our staff, and of all dogs in attendance at Barks and Recreation.

Health

All dogs must be in good health and free of all diseases and illnesses. Dogs attending daycare must be fit to play in an active environment. You, the owner, must advise Barks and Recreation of any circumstances that may be relevant to us providing daycare services including any condition, injury or illness affecting the dog, and/or any special needs. If your dog has hip or joint conditions, or other physical conditions, please discuss them with your veterinarian before your dog participates in group play. If your dog is on medication, this can be administered with prior staff consultation. Medications must be clearly labelled with your dog's name, dosage and administering details. If during the visit your dog is determined to be unwell, your dog will be isolated, and you (or a secondary contact) will be notified. Dogs known or suspected to be suffering from an infectious disease will not be admitted to daycare. Where an infectious condition is suspected, your dog will be isolated, and you (or a secondary contact) will be notified to arrange collection of your dog. Your dog will remain isolated until collection is arranged. No refund or credit will be given for the day's booking.

Desexing

All dogs aged 12 months or older must be desexed to attend Barks and Recreation. A Certificate of Sterilisation (or similar)

must be provided upon enrolment. Entire (undesexed) female dogs that are in season (“on heat”) will not be able to attend daycare. It is the responsibility of you, the owner, to advise Barks and Recreation if your dog is in season, and we take no responsibility for any events that occur if they do attend during this time. If an entire female is determined to be on heat while in our care, the dog will be isolated, and the owner (or a secondary contact) will be notified to collect them from Barks and Recreation. No refund or credit will be given for the day’s booking.

Vaccinations

A current vaccination certificate (certifying that vaccination was done within the preceding 12 months and that the 'due date' for the next vaccination has not been passed) must be produced for each dog before admission. C5 Vaccination is required against distemper, hepatitis, kennel cough and parvovirus. Tri-annual (C3) vaccinations and annual titre testing are accepted, however vaccination for canine (kennel) cough is required annually. Dogs must be vaccinated no less than 10 days before attendance. It is the dog’s owner’s responsibility to provide up-to-date vaccination details to Barks and Recreation. Unvaccinated dogs will be refused care.

Fleas, Ticks and Worms

Dogs attending Barks and Recreation must be free of fleas, ticks and worms. Dogs that are found to have fleas, ticks or worms will be isolated, and the owner (or a secondary contact) will be notified to collect them from Barks and Recreation. No refund or credit will be given for the day’s booking.

Safety

For the safety of our staff and all visitors, dogs are required to enter and exit the reception on an appropriate lead. Staff are to be made aware of any behavioural conditions and/or previous observations of any behaviour that can affect your dog’s ability to integrate into a daycare setting. Behaviours may include, but

are not limited to, anxiety, aggression, social assertiveness, excessive barking, excessive mounting, aversion to particular breeds, aversion to strangers. Staff are to be made aware if your dog has been deemed 'unsuitable' to attend any other dog daycare or boarding facility for any reason. All dogs are assessed by staff to ensure their suitability for Barks and Recreation. Dogs demonstrating aggressive tendencies towards staff or other dogs will be refused entry. The owner agrees to disclose any known aggression issues prior to attending Barks and Recreation. Barks and Recreation reserves the right to refuse entry of any dog at any time or cancel any future bookings without notice. You, the owner, acknowledge that your dog will be interacting off leash with other dogs. While we strive to provide a safe, healthy and supervised environment for all of our dogs, we acknowledge that bites and injuries can occur. While we do our best to supervise all activity, dogs playing in a group environment such as daycare can sometimes receive cuts, scratches, broken nails or other injuries. Staff will provide basic first aid as needed. In the event your dog requires emergency veterinary treatment; Barks and Recreation staff will take your dog to our recommended veterinarian. In the event where your dog becomes seriously ill, and where you cannot be readily contacted, the veterinary surgeon's decision in relation to treatment of your dog shall be final and conclusive. The owner also agrees to pay for all special services and veterinary costs. Under no circumstances will Barks and Recreation, or its employees or agents, be held responsible for Canine Influenza, injury, death, loss or damage of any kind whatsoever that may occur to any dog whilst in our care.

Food & Dietary Requirements

Meals are not given to dogs in our care unless prior arrangements have been made. If required, your dog's food is to be supplied in a sealable container/ziplock bag clearly that has been clearly labelled with your dog's name. Separate meals must be provided for every day that your dog attends

daycare. As per the Code of Practice, any uneaten food must be disposed of at the end of the day. Dog treats are often provided throughout the day. If your dog is unable to have treats or has any dietary restrictions, staff are to be notified prior to your dog attending daycare.

Bookings and Payment

Barks and Recreation operates Monday to Friday from 7am to 6.30pm (excluding public holidays and during our Christmas/New Year break). Barks and Recreation reserves the right to request full payment upon drop off, or when booking online. Dogs must be dropped off between the hours of 7.00am – 10.00am and picked up between 3:30pm – 6.30pm, unless prior arrangements have been made. This is to ensure adequate staff to manage the busy drop-off and pick up periods, and to avoid disruption to the other dogs in our care. Failure to arrive by 10am may result in the cancellation of your booking and be considered a 'no show'. You, the owner, agree to collect your dog at the arranged pick up time and prior to us closing at 6.30pm. Barks and Recreation reserves the right to charge a late fee of \$15 if the owner is late in picking up their dog. The owner accepts that dogs will only be released to the registered owner/s at pick up time. If an alternative arrangement is required, staff must be notified (by the registered owner) beforehand.

Cancellation Policy

Cancellations and reschedules of bookings can be made up until 6.30pm of the day prior to your dog's booking. This allows us to reallocate your dog's spot to another client. A late cancellation fee of \$25 will apply to clients that fail to cancel/reschedule by 6.30pm on the day prior to the booking. Additionally, clients who do not turn up on the day of their booking will be charged for 50% of their booked service. The late cancellation/no show fee will be charged upon your dog's next visit. If the client has used a multi visit pass or a

membership credit to book, this day will not be refunded. Cancellations can be made via phone, DM or email.

Social Media/Website

Photos, videos and names of the dogs in our care are regularly used on our website, social media and in marketing materials. If you would prefer that your dog's photograph and/or name not appear on such sites, please advise staff prior to your dog attending. If no such request is made, it is implied that Barks and Recreation have consent to use your dog's image, likeness and name on social media, our website and in marketing materials. By signing this contract, you are agreeing that you have read, understood and agree to the Barks and Recreation terms and conditions. These terms and conditions are in addition to our intake assessments and socialisation criteria, all of which are subject to change without notice.