

Beaufort River Country Canine Retreat Section 2 – Boarding Terms & Conditions

1. Agreement

These Terms and Conditions govern the provision of boarding services by Beaufort River Country Canine Retreat (“the Retreat”, “we”, “us”, “our”) to the owner of the dog (“Owner”, “you”, “your”).

By booking or using our services, the Owner acknowledges that they have read, understood and agreed to these Terms and Conditions.

Bookings are not confirmed until accepted by Beaufort River Country Canine Retreat and full payment has been received.

2. Services Provided

Beaufort River Country Canine Retreat provides dog boarding accommodation only.

Services may include:

- Overnight boarding
- Individual exercise and enrichment
- Indoor and outdoor accommodation
- Feeding and administration of approved medications
- Supervised outdoor time
- Household dog group boarding (same-family dogs only, where approved)

The Retreat does not provide dog daycare or dog social group play with unrelated dogs.

3. Accommodation & Supervision

Dogs may be housed in a combination of indoor and outdoor accommodation, depending on booking type, weather conditions, behavioural suitability and operational requirements.

Owners acknowledge that:

- Dogs may spend time in secure indoor and outdoor spaces
- Dogs may be exercised individually
- Dogs from different households will not be mixed, unless expressly approved in writing by the Retreat

- Same-family dogs may be boarded together at the Owner’s request and at the Retreat’s discretion

The Retreat reserves the right to alter accommodation arrangements where required for safety, welfare or operational reasons.

4. Booking & Payment

4.1 Full Payment Required

All bookings must be paid in full upfront to secure reservation.

A booking is not confirmed until:

- Booking request has been accepted
- Payment has been received in full
- Required vaccination and dog information has been provided

Failure to pay may result in cancellation of the booking.

5. Cancellation Policy

5.1 Owner Cancellation

Because boarding spaces are limited and reserved specifically for each guest:

- Cancellations made more than 48 hours before check-in may be eligible for refund or credit at the Retreat's discretion
- Cancellations made within 48 hours of scheduled check-in incur a 100% cancellation fee
- No-shows are charged in full

5.2 Retreat Cancellation

The Retreat reserves the right to cancel or refuse a booking where:

- Health or vaccination requirements are not met
 - Behavioural suitability concerns arise
 - Safety risks exist
 - Information provided is inaccurate or incomplete
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6. Late Collection Fees

Dogs must be collected at the agreed collection time.

Where a dog is not collected on time, Beaufort River Country Canine Retreat reserves the right to charge:

An hourly late collection fee based on the booked accommodation type and applicable boarding rate, or part thereof

These fees continue until the dog is collected.

If overnight accommodation becomes necessary due to late collection, the Retreat may charge an additional boarding fee.

7. Health Requirements

All dogs must:

- Be in good general health
- Be free from contagious illness
- Be up to date with required vaccinations
- Be regularly wormed and treated for fleas/ticks
- Be fit for boarding in a rural environment

Owners must disclose:

- Medical conditions
- Allergies
- Medication requirements
- Behavioural concerns
- Recent illness or injury

The Retreat reserves the right to refuse admission if a dog is unwell or presents a risk to other animals, staff or itself.

8. Medication & Feeding

Where medication is required:

Owners must provide:

- Clearly labelled medication
- Written dosage instructions
- Administration timing instructions

The Retreat will use reasonable care in administering medication but is not a veterinary facility. Owners must provide clear dietary requirements and advise of food sensitivities or allergies.

9. Behaviour & Suitability

Owners warrant that their dog:

- Has not displayed undisclosed aggressive behaviour
- Is suitable for boarding
- Is safe to handle
- Does not pose unreasonable risk to staff or property

The Retreat reserves the right to:

- Refuse admission
- End a stay early
- Require collection of a dog

if a dog displays:

- Aggression
- Dangerous behaviour
- Severe anxiety
- Escape behaviour
- Property destruction
- Behaviour unsuitable for safe boarding

No refund will be provided where a stay is ended for behavioural reasons.

10. Damage Caused by Dog

The Owner agrees to be fully responsible for any damage caused by their dog including but not limited to:

- Accommodation damage
- Fencing damage
- Landscaping damage
- Equipment damage
- Fixtures or property damage
- Injury to staff caused by the dog
- Damage to other dogs from the same household boarding together

The Owner agrees to reimburse Beaufort River Country Canine Retreat for:

- Repair costs
- Replacement costs
- Veterinary expenses where applicable
- Any reasonable associated costs

11. Veterinary Authority

If a dog becomes ill, injured or requires urgent medical care, the Owner authorises Beaufort River Country Canine Retreat to:

- Seek veterinary treatment
- Transport the dog
- Make urgent care decisions where immediate contact is not possible

The Owner agrees to pay:

- Veterinary fees
- Emergency treatment costs
- Medication costs
- Transport costs
- Any associated expenses

The Retreat will make reasonable efforts to contact the Owner and/or emergency contact.

12. Emergency Contact Requirement

An emergency contact must be provided for every booking.

This person must:

- Be reachable during the boarding period
- Be authorised to make decisions if the Owner cannot be contacted
- Be able to arrange collection if required

Failure to provide a valid emergency contact may result in refusal of boarding.

13. Rural Property Risk Acknowledgement

The Owner acknowledges that Beaufort River Country Canine Retreat operates on a rural property environment.

Despite reasonable care, risks may include:

- Snakes
- Spiders
- Insects
- Native wildlife
- Grass seeds / allergens
- Mud / uneven ground
- Natural water sources
- Rural environmental hazards

Owners accept that dogs boarding in this environment may be exposed to risks inherent in rural properties.

14. Escape / Fence Behaviour

Owners must disclose if their dog:

- Climbs fences
- Digs
- Escapes containment

- Has known wandering behaviour

While the Retreat takes reasonable precautions, no facility can guarantee against all escape risks where a dog has known escape behaviours.

Failure to disclose this may make the Owner liable for resulting costs.

15. Limitation of Liability

To the extent permitted by law:

Beaufort River Country Canine Retreat will exercise reasonable care in providing services. However, Owners acknowledge that dogs participating in boarding activities may experience risks including illness, injury, stress, escape or behavioural incidents despite reasonable supervision.

The Retreat is not liable for loss, injury or illness except where required by law or caused by negligence.

Nothing in these Terms excludes rights under Australian Consumer Law.

16. Photography

The Owner authorises Beaufort River Country Canine Retreat to use photographs of their dog for:

- Social media
- Website content
- Promotional materials
- Marketing

Unless the Owner requests otherwise in writing.

17. Right to Refuse Future Bookings

The Retreat reserves the right to refuse future bookings at its sole discretion.

Reasons may include:

- Behavioural concerns
 - Non-payment
 - Safety concerns
 - Failure to comply with these Terms
 - Unsuitable owner conduct
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18. Governing Law

These Terms are governed by the laws of Western Australia.

Any disputes shall be subject to the jurisdiction of the courts of Western Australia.

OWNER AGREEMENT

I acknowledge that I have read and understood these Terms and Conditions and agree to be bound by them.