Daycare Terms and Conditions

These terms and conditions apply to every dog enrolled in daycare at The Dog Co and are prepared with reference to Victoria's Code of Practice for the Operation of Boarding Establishments.

1. Health requirements

All dogs must be on a current flea, tick, and worming treatment program. Dogs attending daycare must hold a current C5 vaccination, in line with the Code of Practice. A valid vaccination certificate must be provided before your dog's first day and be kept up to date.
If your dog shows signs of illness, infectious disease or external parasites, they will be isolated and must be collected as soon as possible.
Please notify us of any health conditions, behaviours or requirements your dog has. We rely on this information to manage your dog safely alongside others.
Dogs over ten months of age must be desexed, unless with prior arrangement.

2. Arrival, departure, and on-site handling

Your dog must arrive and be collected on a lead in reception, and is off-lead only within our supervised play pens.
Please use our designated car parks only for drop-off and pick-up.
A late collection fee applies for any collection after 7:00pm.

3. Injury and illness while in our care

While we take all reasonable care to manage group play safely, dog daycare involves inherent risk of minor injury during normal play. By enrolling your dog, you accept this risk and release The Dog Co. from liability for injury to your dog, except to the extent caused by our negligence.
If your dog is injured or unwell while at The Dog Co., we will notify you as soon as possible. In the event of an emergency, we arrange treatment with Northcote Animal Hospital (nOah). You are responsible for all veterinary costs arising from your dog's treatment.

4. Behaviour and aggression

Dogs that show signs of aggression toward staff or other dogs will not be permitted to attend, or will be withdrawn from group play and must be collected as soon as possible.

5. Walks

Daycare can include supervised walks along Merri Creek. We take every reasonable precaution to avoid known snake-prone areas, but cannot guarantee dogs will not encounter wildlife. If you do not want your dog included in off-site walks, please let us know.

6. Food, medication, and belongings

If your dog requires food or medication during the day, please ensure it is clearly labelled with your dog's name and instructions.

7. Photos and social media

We regularly take photos and videos of dogs in our care for use in on our social media, website, and marketing material. By signing or agreeing to these terms, you consent to The Dog Co. using photos and videos of your dog across our social media channels, website, and marketing. If you do not wish your dog to be photographed or featured, please let us know.

8. General

We may refuse admission at our discretion, including for non-payment, incomplete health or vaccination records, or dog behaviour that poses a risk to other dogs or staff.
These terms may be updated from time to time; the current version will be available on request and on our website. Continued use of our services after an update means you accept the updated terms.

The Dog Co. People Pty Ltd, trading as The Dog Co.
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