

The Long Dog Retreat

Terms and Conditions

Version 2 - September 2026

In-home care exclusively for dachshunds

3 Henson Street, Silver Sands WA 6210 | 0419 919 281

By booking services with The Long Dog Retreat, you agree to the following terms. They are designed to support the safety, wellbeing and comfort of every dog in our care.

1. Bookings & Acceptance

- Bookings are subject to availability and are confirmed when accepted by The Long Dog Retreat and any required payment has been received.
- Before a dog's first booking, the owner must complete the Guest Registration, provide current vaccination records, meet our health and temperament requirements, and complete a Meet & Greet assessment.

2. Health, Vaccinations & Disclosure

- The owner must ensure their dog is healthy, currently vaccinated (C5 recommended), and up to date with appropriate flea, tick and worming treatment before attending.
- Current vaccination records must be provided before the first booking and updated records supplied when requested.
- The owner must disclose any illness, injury, infectious condition, allergy, medication requirement, mobility restriction, anxiety, behavioural concern, back or spinal condition, or other matter that may affect the dog's care or the safety and wellbeing of people or other dogs.
- A dog showing signs of contagious illness, parasites or another condition that may affect other dogs may be refused entry, isolated where reasonably necessary, or require prompt collection by the owner or authorised person.
- The Long Dog Retreat may request written veterinary clearance before accepting or continuing care where reasonably considered necessary.

3. Suitability & Behaviour

- The Long Dog Retreat provides care exclusively for dachshunds in a small-group home environment.
- Dogs must be non-aggressive towards people and other dogs and socially compatible with the group.
- We may refuse or discontinue care where reasonably necessary because of safety, ongoing distress, unsuitable behaviour, health concerns or incompatibility with the environment.
- Where practicable, we will contact the owner or emergency contact and may require prompt collection. Any refund or alternative booking will be considered in accordance with these Terms and the circumstances.

4. Males, Females, Puppies & Older Dogs

- Male dogs aged 12 months or older must be desexed before attending, subject to behavioural assessment.
- Female dogs cannot attend while in season.
- Puppies may attend 14 days after their final puppy vaccinations.
- A fit-to-attend certificate may be requested for a dog aged 15 years or older, or following major surgery or significant illness within the previous six months.

5. Dachshund-Specific Care, Inherent Risk & Emergency Care

We provide supervised interaction, a secure home environment, comfortable rest areas and low-impact enrichment with dachshund spinal health in mind. Owners acknowledge that dachshunds are prone to spinal injury and that

interaction with other dogs carries inherent risk. While reasonable care and supervision are provided, all risk cannot be eliminated.

If a dog becomes ill or injured, we will attempt to contact the owner promptly. If the owner cannot be reached, or urgent treatment is required, the owner authorises The Long Dog Retreat or its representative to seek and arrange veterinary care and transport the dog to a veterinary clinic. The owner remains responsible for reasonable veterinary and related medical costs incurred on the dog's behalf.

6. Owner Responsibility & Liability

- The owner confirms that information provided in the Guest Registration is accurate, complete and current, and will promptly advise The Long Dog Retreat of relevant changes.
- The owner is responsible for loss, damage, injury or harm caused by their dog to the extent it results from information the owner knew, or reasonably should have known, being false, incomplete or not disclosed; the owner's failure to comply with these Terms or reasonable directions; or the dog's behaviour, except to the extent caused or contributed to by The Long Dog Retreat's failure to exercise reasonable care and skill.
- To the extent permitted by law, The Long Dog Retreat is not liable for loss, injury, illness or harm suffered by a dog where this occurs despite The Long Dog Retreat exercising reasonable care and skill.
- To the extent permitted by law, The Long Dog Retreat is not liable for indirect or consequential loss.
- Nothing in these Terms excludes, restricts or modifies rights or remedies available under the Australian Consumer Law or any other law where those rights or remedies cannot lawfully be excluded, restricted or modified.

7. Fees, Bookings & Cancellations

- Fees and booking arrangements are advised at the time of booking. Unless otherwise agreed in writing, payment is required at the time of booking.
- Cancellation with at least 24 hours' notice: no cancellation fee.
- Cancellation with less than 24 hours' notice: 50% of the booking fee is payable.
- No-show without notice: the full booking fee is payable.
- Cancellation fees are intended to reasonably compensate The Long Dog Retreat for reserved care capacity and administrative costs. The Long Dog Retreat may waive or reduce a cancellation fee where it considers this reasonable in the circumstances.
- If The Long Dog Retreat cancels a booking other than because of the dog's health, behaviour, a safety risk, an event outside its reasonable control, or the owner's breach of these Terms, it will offer a reasonable alternative booking or refund any fee paid for the cancelled service.

8. Drop-off, Collection & Extended Care

- Dogs must arrive and leave the property securely restrained on a lead or harness.
- Dogs must be dropped off and collected within the agreed arrival and collection windows.
- Early drop-off or late collection must be arranged in advance and is subject to availability.
- A \$35 extended-care fee may apply to an approved early drop-off or late collection.
- If a dog is not collected at the agreed time and the owner cannot be contacted, The Long Dog Retreat may contact the emergency contact or take reasonable steps to ensure the dog's ongoing welfare. Reasonable additional costs may be charged to the owner.

9. Privacy

The Long Dog Retreat collects and uses personal information for bookings, care, administration, communication, payment, emergency contact and legal obligations. Further information about collection, storage, access, disclosure and privacy enquiries will be set out in The Long Dog Retreat's separate Privacy Policy.

10. Complaints & Feedback

If you have a concern about any aspect of our service, please contact The Long Dog Retreat as soon as possible. We will listen to your concerns, investigate where appropriate, and work with you to reach a fair and reasonable resolution. We ask that all communication remains respectful and courteous.

11. Changes to Terms

The Long Dog Retreat may update these Terms when reasonably required. Clients will be given reasonable notice of material changes. Unless required by law or agreed otherwise, changes will apply to future bookings rather than altering the terms of a booking already confirmed.