

Terms & Conditions

Welcome to The Woofy Inn. By booking Dog Boarding, you agree to the following terms and conditions.

General Requirements

- All dogs must be dog-friendly and well-socialised.
- You must inform us of any allergies, medical conditions, or behavioural issues your dog has before the stay begins.
- Owners are financially responsible for any property damage caused by their dog.
- Daily updates (photos or videos) will be shared with owners via WhatsApp and/or Instagram (@desi_dogsitter).

Dog Boarding

- Boarding rate covers from drop-off time until 2:00 PM the next day.
- Late pick-up (after 2:00 PM on the last day) will incur a \$20 fee.
- Owners are responsible for any property damage caused by their dog.
- In the case of a veterinary emergency (that has not occurred due to space conditions or staff actions), all vet costs will be the owner's responsibility.
- Owners must provide their dog's own food, treats, bed, and any comfort items. While toys may be shared, this is done at your own risk.
- It is the owner's responsibility to inform us about any allergies, medical issues, or medications their dog may require.

Deposit and Payment Policy - Dog Boarding

- A **50% deposit is required** to secure all boarding reservations.
 - The deposit is **50% refundable** if the booking is **cancelled 7 or more days** prior to the start date.
 - The deposit is **non-refundable** if the booking is **cancelled within 7 days** of the start date.
- The **remaining 50%** balance may be paid in up to two instalments:
 - First payment is due at the start of the booking.
 - Final payment is due on or before the last day of boarding.

Additional Terms

Vaccination and Health

- All dogs must be up-to-date on vaccinations, flea/tick, and worming treatments.

- Dogs showing signs of contagious illness (e.g., kennel cough, vomiting, diarrhoea) will not be accepted and may be refused at drop-off.

Aggression and Behaviour

- If a dog displays aggressive behaviour or causes risk to others (dogs or humans), we reserve the right to request immediate collection.
- No refund will be issued if a dog is removed from the premises for behavioural reasons.