

BOARDING TERMS OF SERVICE

1. General Conditions of Service

Pets are accepted for boarding under the following conditions:

Health & Safety

All dogs must be fit and healthy at the time of boarding. Boarding of elderly, anxious, aggressive, or medically compromised dogs is accepted at the owner's risk. McKinnon's Dogwash and Grooming is not liable for illness, injury, stress, or behavioural incidents that may occur during the boarding period.

Vaccinations & Health Status

All dogs must be up to date with vaccinations (C5 or equivalent) or otherwise be in good general health. This must be disclosed prior to booking.

Behaviour Disclosure

Owners must disclose any history of aggression, anxiety, reactivity, or special handling requirements. Failure to disclose may result in removal from boarding without refund.

Right to Refuse or Remove

For the safety of all dogs and staff, McKinnon's reserves the right to refuse, modify, or cease boarding at any time if a dog is deemed unsafe, excessively stressed, or unmanageable.

Emergency Veterinary Care

In the event of illness or injury where the owner cannot be contacted, you authorise McKinnon's Dogwash and Grooming to seek veterinary treatment. All veterinary and associated costs remain the responsibility of the owner.

2. Boarding Services & Care

Accommodation & Supervision

Dogs are housed in a secure and controlled environment and monitored regularly. Dogs may be exposed to other dogs where appropriate and safe to do so.

Feeding

McKinnon's provides a standard house diet for all boarding dogs.

If your dog requires a specific or specialised diet, food must be supplied by the owner.

Bedding & Belongings

We provide all bedding for boarding dogs.

No personal items are accepted. One small comfort item may be permitted at the owner's risk.

McKinnon's is not responsible for any loss or damage to personal items.

Complimentary Services

Dogs staying 5 nights or more will receive a complimentary wash prior to collection.

3. Behaviour & Handling Fees

Dogs displaying aggression, extreme anxiety, or requiring additional handling may incur additional fees.

Where appropriate, McKinnon's may recommend transition into a Stay & Train program for the safety and wellbeing of the dog and staff.

4. Check-In & Check-Out

Check-In

Standard check-in is between 1:00pm – 4:00pm

Early check-in may be available for an additional \$20 fee

Check-Out

Standard check-out is between 8:00am – 11:00am

Late check-out may be available for an additional \$35 fee

Additional charges may apply outside of these hours.

5. Payments & Fees

Payment Terms

Full payment is required upfront to secure all boarding bookings.

Bookings are not confirmed until payment has been received.

Extended Stay

If a dog is not collected on the agreed date, additional boarding charges will apply at the standard daily rate.

6. Cancellations & Refunds

- Cancellations made 7 days or more prior to the booking start date: 100% refund
- Cancellations made less than 7 days prior: no refund

In cases of genuine emergencies, adjustments may be made at management discretion.

7. Pickup Policy

Dogs must be collected within agreed check-out times.


Failure to collect a dog without communication may result in continued boarding charges and/or further action if deemed abandoned.


8. Photography & Marketing Consent

By using our services, you consent to McKinnon's Dogwash and Grooming taking photographs or videos of your pet for business and promotional purposes.

9. Communication

All bookings and enquiries must be made via:

 0434 892 844

 www.mckinnonsdogwashandgrooming.com

10. Client Acknowledgement

By booking, you acknowledge that you have read, understood, and agree to these Terms of Service and consent to boarding services being provided under these conditions.