



TERMS *and* CONDITIONS

2022/23 - PETS AT WHITFORD

PAWss Ltd undertake to care for the health and wellbeing of the customers pet(s) to the best of their ability. However, the owner must understand and acknowledge that animals are unpredictable by nature, and may cause harm or damage to themselves, other animals, property, or individuals, including personal injury, death, transmission of disease, and permanent disability. Accordingly, the owner assumes liability for and indemnifies PAWss against any actual or claim for loss or damage (including reasonable legal expenses) howsoever caused while their pet (s) are in the care of PAWss.

We reserve the right to require your emergency contact person to remove your pet from our premises for any reason (including and without limitations where your pet is causing undue stress to other animals, is aggressive or barking persistently or has extreme separation anxiety to our sole opinion)

Initial:

Owners accept the responsibility to disclose all relevant information on our Client Intake Form pertaining to their pet with regards to behaviour problems, aggression, allergies, injuries, sexual state or other history associated with caring for their pet. PAWss reserve the right to refuse any pet with a problem they believe may hinder their ability to care for that pet effectively.

Initial:

Owners agree to be solely responsible for any harm caused by their pet while staying at PAWss and release PAWss from any and all liability arising from your pet's participation.

Initial:

Any and all necessary veterinary or Medical care required and costs incurred as a result of any incident caused by your pet will be the sole responsibility of you, the pet owner.

Pet Health

Owners understand and accept that a veterinary surgeon will be called if PAWss think it necessary, and any resulting fees will be payable by the owner at time of collection. In all cases, all effort will be made to contact the owner or their nominated emergency contact to give full explanation of the situation.

Initial:

Non Dexed Dogs (Male and Female)

We do expect your dog to be de-sexed and appreciate the veterinary advice to wait for maturity before doing so. We will take Entire male and female dogs on a case by case basis, however this is at the discretion of PAWss and daily surcharges apply to all entire dogs over the age of 8 months.

Initial:

All pets staying at PAWss must be fully vaccinated, wormed and flea treated, and provide current proof of vaccination on or prior to arrival.

Dogs: Vanguard, Lepto and Canine Cough Cats: Felocell 3 or 4

If you are unsure if your pet is covered please discuss with your vet. Failure to provide a valid vaccination card for each pet staying gives PAWss the right to refuse boarding. PAWss reserves the right to administer worming / flea products if deemed necessary at the owner's expense.

Vanguard 5 (distemper) Combination Vaccine.

Initial:

This vaccine covers diseases like Distemper Virus, Parvovirus, Adenovirus and Parainfluenza virus in a single injection. This vaccination should be administered to the puppy after 6-8 weeks of age. A booster should also be given every 3-4 weeks, till the pupils are 16 weeks old. An additional injection is given after 1 year, after which boosters are given every 1 - 3 years.

Leptoguard

Initial:

This is a vaccine developed to aid in the protection from Leptospira Bacteria. The bacteria affects dogs of any age damaging many body systems, the kidneys and liver in particular. Humans are also at risk of picking up Leptospirosis, which is another reason why vaccination is so important.

The strain that affects dogs is usually only found in the north half of the North Island, so if your pet has moved to Auckland from elsewhere it would pay to check that it has been vaccinated against this disease. Here at PAWss we consider leptospirosis vaccination an essential component of our core vaccinations for dogs living in and around Auckland.

Non-Core Vaccines (Depend on risk factors) Bordetella Vaccine (Canine Cough Vaccine)

Initial:

This vaccine fights against the bacteria called Bordetella Bronchiseptica that causes canine cough in dogs. It should be generally administered to puppies that come in large contact with other dogs (during grooming, boarding and /or training classes). It can be taken either annually or semi-annually, depending on the requirement and the level of risk the dog is open to. There are 2 types of Birdetella Vaccine;

1, The vaccine is administered as drops into the nose (Nobivac Instranal kennel cough), which should be given at least 3 days before kennelling.

2, As an injection (Canvac CCI), which should be given at least 5 weeks prior to kennelling if the first time your dog has been vaccinated or at least one week prior if a booster vaccination. These can safely be administered alongside Vanguard 5 & Leptoguard or alone.

You acknowledge and agree that during your dogs stay here, there is risk and possibility of your dog acquiring Canine cough - this occurs in even the most hygienic and well ventilated kennels. Auckland as a city and surrounding areas is currently seeing a hike in cases of Canine Cough. Canine cough can be picked up from any dog, from neighbours, at dog parks, at groomers, dog shows etc. It can even be acquired at the vets. The Canine cough vaccination does not cover every strain of kennel cough, just as the flu jab does not cover every strain of flu in humans. PAWss accepts no liability for your dog acquiring canine cough during its stay here. Please also read our attached Canine Cough Information sheet.

Medication

Initial:

If your pet requires medication during their stay with us it must be supplied in a clearly marked container and clear written instructions for administration. We will take the utmost care of any prescription medication but will not be held responsible for any loss.

Pet Behaviour

Initial:

Please notify us of any changes, problems or undesirable behaviours your pet may have. We reserve the right to decline our services and cancel any booking as of immediate effect, should we determine that any pet's behaviour could put our staff or the pet at risk of injury to themselves or others.

Should any dog / cat become aggressive or "socially challenged" to a point where there is risk of injury to itself, any other dog / cat or person, that animal will be contained in an appropriate manner until the risk is mitigated or alternative arrangements / accommodation can be made with the owner of the dog / cat.

Adventure Walks / Transportation

Initial:

If we are transporting your pet for any reason then we will take every possible care but accept no liability for loss or injury.

PAWss Ltd offers Adventure walks, the owner acknowledges and agrees that PAWss Ltd will make every effort to ensure the safety and well being of your dog when off PAWss property however, the owner must understand and accept the risks involved in an open environment and will not hold PAWss liable for loss , harm or injury.

The owner will take measures to inform PAWss whether their dog can be off lead or will require a long line.

Dog Day Care

Initial:

This is available Monday to Friday inclusive but is unavailable on weekends, Public Holidays or during our High Season.

Grooming

Initial:

PAWss Ltd undertake to care for the health and well being of the customers dog(s) to the best of their ability. However, the owner must understand and accept the risks involved with their dogs in the grooming environment (minor injuries, cuts). The customer agrees to allow us to use equipment deemed necessary to complete the services required at our discretion, this includes muzzles and other restraint devices all relative to the required services.

We reserve the right to refuse any grooming service within reason. In the event your pet becomes injured during grooming we will take the necessary measures required to get your pet the attention needed, including veterinary treatment if necessary. Grooming and bathing services will be provided to your pet at our discretion. However, PAWss accepts no responsibility for any reaction any pet may have to the products we use.

Please note if your dog is matted there will be an additional fee. It will be at the discretion of the groomer whether to de-matt or shave down (for Animal welfare). We will always contact the customer to advise of our decision.

If fleas are found on the dog Capstar will be applied, this is a product that instantly kills fleas but it is not a preventative treatment. Charges apply for this product use. Flea treatment is available at your request, charges apply.

We reserve the right, at our discretion to apply additional charges such as an aggression fee , cancellation fee or for late arrivals or collections within the allocated time.

A pre groom deposit may be requested if groom appointments are routinely missed, cancelled or late.

Payment

Initial:

You must pay for your pet(s) stay in full before we will release them to you. Payment by cash or eftpos is acceptable. Surcharges do apply to all credit card and payWave transactions.

High Season surcharges apply through December 18- January 10 at \$4.50 per dog / \$3 per cat per day.

Cancellation Policy

Initial:

All deposits for our peak seasons, Christmas / New Year and Easter Bookings are required at time the reservation is made. The deposit is non refundable and non transferable. An administration fee of \$25 is applied for any date alterations.

Please note we can accommodate your pet for any length of stay during the busy Christmas / New Year period however a minimum 7 night charge will apply.

Payment is due in full before dogs depart from PAWss.

Abandonment

Initial:

Pets left at PAWss for 7 days in excess of the agreed date of departure without any contact from the pet's owner or their representative may be relinquished to local authority for responsibility.

Photography , Social Media & Intellectual Property

Initial:

Photographs will be taken by PAWss staff of the animals and our boarding areas. PAWss reserves the right to use these images.

The service and its original content, features and functionality are and will remain the exclusive property of PAWss

Vehicles & Property

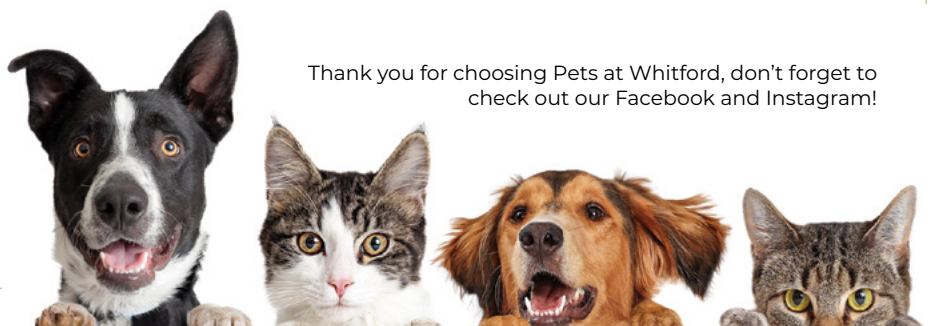
Initial:

Pet owners should exercise care and caution whilst on our property and extends the usual courtesy to other pets owners and pets especially when operating their vehicles to ensure vehicles, pets or property are not harmed or lost. However PAWss accepts no responsibility for any such loss, harm or damage.

As the client, you consent to all of the Terms and Conditions listed above when you engage in the services at Pets At Whitford Spa and Stay

Client Signature:

Date:



Thank you for choosing Pets at Whitford, don't forget to check out our Facebook and Instagram!