



TERMS *and* CONDITIONS

2022/23 - PETS AT WHITFORD

General terms

Initial:

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.

Initial:

You agree PAWss reserves 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:

You 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:

You 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. 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

Initial:

You 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.

Non Desexed Dogs (Male and Female)

Initial:

You understand PAWss expects 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 10 months and older.

Vaccinations

You understand 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 must have: Vanguard 5, Leptoguard and Bordetella (Canine Cough)

Cats must have: 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. You will be required to sign a vaccination waiver should you want to have your dog stay with us without updated vaccinations. PAWss accepts no liability for your dog acquiring any illness regarding non-vaccinated pets.

Vanguard 5 (distemper) Combination Vaccine.

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 pups are 16 weeks old. An additional injection is given after 1 year, after which boosters are given every 1 - 3 years.

Leptoguard

This is a vaccine developed to aid in the protection from Leptospira Bacteria. The bacteria affect 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.

Bordetella Vaccine (Canine Cough Vaccine)

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 Bordetella Vaccine;

1, The vaccine is administered as drops into the nose (Nobivac Intranasal 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.

Initial:

You acknowledge and agree that during your dog's 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

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. Daily surcharges will apply to non-mixing dogs of any age, size and/or sexual state.

Adventure Walks / Transportation

Initial:

You agree and understand if we are transporting your pet for any reason, then we will take every possible care but accept no liability for loss or injury.

Initial:

PAWss Ltd offers Adventure walks, you acknowledge and agree 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. You 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, you must understand and accept the risks involved with their dogs in the grooming environment (minor injuries, cuts). You agree 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.

Initial:

You agree we reserve the right, at our discretion to apply additional charges that extent your dog's groom; such as an aggression/difficulty fee, late arrivals/collections within the allocated time, flea treatment, de-matting etc.

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 apply to all credit card transactions.

Public Holiday & High Season surcharges apply (High Season: December 18th - January 10th)

An additional pick up fee applies to afternoon pickups, both Cats & Dogs.

You agree and accept to pay an out of hours charge should you drop off/pick up outside of our opening times stated on all platforms.

Cancellation Policy

Initial:

All deposits for our peak seasons, Christmas/New Year 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 after the specified date in your deposit letter.

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.

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:

You agree 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:

You agree to exercise care and caution whilst on our property and extends the usual courtesy to other pet's 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 & Stay.

Client Signature:

Date:

