

SPPH Owner Agreement Form

Welcome to the Owner Agreement Form for SmallPaws Pet Hotel (SPPH). We are excited to be looking after your pet/s and have prepared the following terms and conditions to ensure the safety and well-being of all guests during their holiday with us.

1. The Owner or Authorised Agent (AA) guarantees that their pet has been vaccinated with a minimum of C5 for dogs and a minimum F3 for cats which is current for the duration of their pets stay at SPPH. SPPH strongly recommends all dogs are up-to-date with the Leptospirosis vaccination. All pets will be assessed upon admission and any pet showing undisclosed signs of illness will be refused admission. Signs of illness may include but not be limited to, sneezing, weeping eyes, and nasal discharge. SPPH will charge a \$100 fee plus the charge of the Vet bill if a pet needs to be vaccinated during their holiday.
2. The Owner or AA guarantees all puppies and/or kittens have received all three puppy or kitten vaccinations between the ages of 6 weeks- 16 weeks before they can board at SPPH
3. The Owner or AA guarantees that their pet has been treated with a topical flea/tick prevention at or just before check-in. Cats are required to either use Bravecto, Revolution Plus or to be wearing a Seresto Collar. Dogs are required to use either Bravecto, Simparica or Nexgard treatment. If a pet arrives at SPPH with no current tick prevention, SPPH will charge a \$30 application fee plus the cost of the treatment applied (SPPH have Nexgard, Bravecto & Seresto Tick Collars available for purchase).
4. All boarding charges are based on a calendar night (checkout is 10.00 am on the day of collection of your pet) basis and the full period booked will be charged in school holidays. Surcharges of either; 1) Half-a-day of Daycare for a departure time after 10:00 am and before 12:00 pm will be applied, OR 2) for a departure time between 12:00 pm and 3:45 pm a surcharge for a full day of Daycare will be applied.
5. During High and Peak periods (NSW school holiday periods, the Easter long weekend and the June long weekend), a \$200 non-refundable deposit is required for all bookings, which is to be paid within 24 hours of making the booking. Please note that there are no refunds or credits for early returns during High and Peak season (please refer to SPPH cancellation policy).
6. There is a ten-night minimum holiday period during Summer School Holidays from 20th December until 20th January, and there is five-night minimum holiday requirement over the Easter long weekend.

7. All bookings between the 20th December – December 20th inclusive, must pay the remaining holiday balance in full by the 1st of November to secure your booking (this is in addition to the \$200 deposit which is to be paid within 24 hours of making the booking). Please also refer to SPPH Summer School Holiday cancellation policy.
8. **Check-in time (BY APPOINTMENT ONLY)** Monday - Friday 7.30 am – 2.30 pm, and on Saturday between 7.30 am – 12:00 pm only.
9. **Check out time (BY APPOINTMENT ONLY)** Monday – Saturday 7.30 am – 10.00 am (no additional charge for that day), Monday – Saturday 10.00 am – 12:00 pm (half a day of daycare will be applied), Monday – Saturday 12:00 pm - 3.45pm (full day of daycare will be applied), *Sunday (**BY APPOINTMENT ONLY**) 9.00am-9.30am only - no charge for that day *by prior arrangement only.
10. Check in appointment time must be made at least 48 hours prior to drop off (or by 3:45 pm on Saturday if your pets arrival day is the following Monday).
11. The office is closed on Sundays and Public Holidays.
12. The Owner agrees to pay all known costs and charges no later than your pets check-out date, apart from Summer Holidays when pre-payment must be made by the 1st of November.
13. If the Owner or AA fails to collect their pet and pay any outstanding charges within 14 days of the agreed pickup date, then SPPH has the right to sell or give away your pet in their absolute discretion.
14. The Owner agrees to notify SPPH in writing about any vet treatment received six months before boarding.
15. The Owner agrees to pay all veterinarian costs and charges incurred for the treatment of your pets stay at SPPH. Where possible you will be contacted before any treatment being administered. You authorize SPPH to provide personal information relating to you and your pet to be given to or received from a Veterinarian to treat your pet. The decision of SPPH's Manager and/or a licensed Veterinarian in relation to the treatment of your pet shall be final and conclusive.
16. SPPH, its employees and agents are not responsible for the loss or destruction of your pet's personal items including but not limited to - toys, bedding, containers, and collars.
17. SPPH, its employees and agents are not responsible for any ill health, damage or death of your pet which may occur to your pet during its stay at SPPH.
18. The owner or AA will notify SPPH at first point of enquiry if their pet has ever had behavioural issues such as anxiety, excessive barking problems, jumping/ climbing fences, digging or any issues with aggression towards people and other animals.
19. SPPH reserves the right to refuse entry/accepting an animal if the animal shows any sign of aggression towards humans and/or other animals. Or shows signs of trying to climb and/or jump and/or dig under SPPH fences/gates during their stay.

20. SPPH reserves the right to limit outdoor playtime and socialization if any behavioural issues arise during your pets stay, including but not limited to excessively barking, trying to jump and/or climb SPPH fences and/or gates.
21. SPPH reserves the right to refuse entry to any dog that is not considered a toy or small dog breed and/or weighs over 10kg.
22. SPPH reserves the right to refuse entry to any cat that is FIV positive or that has been previously diagnosed with Cat Flu during their lifespan, as this can be a life-long viral disease.
23. SPPH reserves the right to refuse entry/accepting a pet if the Owner or AA is aggressive, intimidating, or threatening SPPH staff.
24. The owner agrees to allow SPPH to take and use pictures of your pet while in the care of SPPH for the purposes of record keeping and marketing.
25. The Owner or AA agrees to provide SPPH with an emergency contact person/phone number who will return any call and/or email when one is made by SPPH within 4 hours when your pet is staying at SPPH.
26. SPPH cannot guarantee that your pet won't go home with some extra 'play' knots! It is strongly recommended to purchase regular brush sessions if your pet is medium – long haired.
27. All cat guests MUST arrive in their own secure cat carrier cage to ensure that SPPH employees can safely transport cat guests to and from the SPPH cattery. SPPH will retain the guest cat carrier onsite until the cat's collection. SPPH Reception staff reserve the right to refuse entry to any cat guest that does not arrive in a secure cat carrier cage.

MEDICAL INFORMATION

We strive to take the very best care of your pets. We ask for your assistance in notifying SPPH of any illness or injury suffered by your pet, including but not limited to HIV, Kidney disease, liver disease, Cat and Canine Flu, allergies, special dietary requirements, etc. Some pets, particularly cats are at higher risk of losing weight, and due to stress, not eating the same amount of food as at home.

SPPH can administer medications (excluding injections) between the hours of 7.30 am to 4.00 pm only, Monday – Sunday. If your pet is on twice daily medication, the Owner or AA must confirm with their pets Veterinarian that their pets' medications are able to be done within these times.

If your pet is on oral medications, SPPH staff must be able to administer these medications without being harmed by the animal. If your pet harms a staff member, SPPH reserves the right to transport your pet to the pets Veterinarian or Emergency Contact (if address supplied) for the remainder of the pets stay at the owner or AAs expense.

In the unlikely event that your pet will require veterinary attention, I (Owner of the pet/s) consent to SPPH to transport my pet to Terrey Hills Veterinary Clinic, or after hours to Northside Emergency Veterinary Service at Mona Vale Rd, Terrey Hills. I (Owner of the pet/s) consent a Maximum Vet Limit of \$300 being spent on Veterinary care until I (Owner of the pet/s) can be contacted. I understand that I can modify this limit via my Customer Portal, Modify Pet page.

SMALLPAWS PET HOTEL CANCELLATION POLICY

Low Season Cancellation Policy for Pre-Paid Bookings

Cancellation of any pre-paid bookings (excluding School/Summer Holidays & Easter Long Weekend) occur a \$50 cancellation administration fee if a refund is required. Pre-paid bookings may opt to retain as a credit with no administration fee. Credit is only valid for 12 months from the date of your booking.

School Holidays (excluding Summer Holidays) / Easter Long Weekend / June long weekend Deposit Cancellation Policy

To secure your booking over school holiday periods and for the Easter long weekend (relevant to any booking that falls between the Thursday until the Monday inclusive) and the June long weekend (Friday to Monday inclusive), a \$200 deposit is required to be paid via a Bank Transfer or Credit Card within 24 hours of making a booking. Once a Deposit is paid there will be no refund if a booking is cancelled or changed unless the Australian Federal Government introduces domestic and international travel restrictions as a direct consequence of Covid-19. If such restrictions are introduced monies will be retained and a \$200 credit will be issued. The credit is valid for a 12-month period from the issued date.

Summer School Holiday Deposit Cancellation Policy

To secure your booking for the Summer Holidays (relevant to any booking that falls between the 20th December until the 20th January), a \$200 deposit is required to be paid via a Bank Transfer or Credit Card within 24 hours of making a booking. Once a deposit is paid there will be no refund if a booking is cancelled or changed unless the Australian Federal Government introduces domestic and international travel restrictions as a direct consequence of Covid-19. If such restrictions are introduced monies will be retained and a \$200 credit will be issued. The credit is valid for a 12-month period from the issued date.

Summer School Holiday Full Payment Cancellation Policy

Full payment of a Summer Holiday booking (relevant to any booking that falls between the 20th December until the 20th January), must be made by **1st November**. Once full payment has been made there will be no refund or credits issued if the booking is cancelled or changed unless the Australian Federal Government introduces domestic and international travel restrictions as a direct

consequence of Covid 19. If such restrictions are introduced, monies will be retained, and a credit given for an equal dollar amount. The credit is valid for a 12-month period from the issued date.

Summer School Holiday Change-of-Date Policy

Once full payment of a Summer Holiday Booking (relevant to any booking that falls between the 20th December until the 20th January) has been made there will be no refund or credits issued for an early checkout unless the Australian Federal Government introduces domestic and international travel restrictions as a direct consequence of Covid 19. If such restrictions are introduced, monies will be retained, and a credit given for an equal dollar amount. The credit is valid for a 12-month period from the issued date.

By accepting this agreement, I agree to all the terms and conditions as stated above. Please note: a holiday booking cannot be accepted if you do not agree to these Terms and Conditions.