



TERMS AND CONDITIONS

In requesting your dog(s) to be accepted into VIP Dog Club, you understand and agree to the following:

Health and behaviour:

- My dog(s) must be in good general health and I must provide proof of current C5 vaccinations in order for my dog(s) to attend VIP Dog Club. C5 certification can be provided by your veterinarian. I must inform VIP Dog Club if my dog has been infected with any transmittable diseases.
- If my dog(s) requires any medication for any condition, I must supply the medications with specific written dosage instructions. I should bring the exact amount of medicine for the length of the stay. It must have a clear label, written instructions with dosage and frequency.
- I must have my new puppy or adopted dog at home for at least 2 weeks prior to coming to daycare or boarding.
- In the event of illness, I authorise VIP Dog Club staff to take my dog(s) to our recommended Vet, Shellharbour Vet Clinic, 3/17 College ave, Shellharbour City Centre, NSW phone number 02 42954000, if emergency treatment is required. I will pay in full any vet expenses upon collection of my dog(s) from VIP Dog Club.
- I must inform VIP Dog Club of any known behaviour problems that my dog(s) may have, including, but not limited to, excessive barking, dominance, mounting etc. VIP Dog Club uses safe and harmless corrective methods such as verbal commands, water and timeout rooms when reprimanding a dog's behaviour.
- All dogs at VIP Dog Club must be neutered or spayed (over the age of eight months), well-socialised and friendly to not only other dogs but also people. Any dog found to be aggressive will not be accommodated at VIP Dog Club. Any behaviour deemed dangerous or inappropriate at VIP Dog Club may result in my dog(s) removal from the facility.
- VIP Dog Club is a cage-free environment that allows dogs to interact and play directly with one another off leash under supervision. Every dog reacts differently and animals, by nature, can be unpredictable and therefore present a certain level of risk. I acknowledge and understand that there are certain risks involved in daycare, including but not limited to injuries to people, property and animal. VIP Dog Club staff will administer first aid if required to all minor injuries and notify me of said injury when I pick up my dog(s). I accept all reasonable risk of injury to my dog(s) that may occur in normal activities of a dog daycare environment. My dog(s) is cared for at VIP Dog Club without liability for loss or damage from disease, theft, fire, escape, injury or harm to persons, other dogs, or property. I hereby release VIP Dog Club from any liability or claim for injury or loss associated with my dog's attendance and participation at VIP Dog Club.
- In case of emergency, I recognise the risks of injury that accompany transport to and from the facility or any other necessary location.

Pick-up and drop-off

- VIP Dog Club operating hours are from 7:30am to 6pm. If I do not pick up my dog(s) by 6pm there will be a late fee of \$10 for the first hour. If my dog(s) has not been collected by 7pm, overnight accommodation will be arranged and I will be responsible for all costs incurred for transport and accommodation.
- All dogs must approach, enter and leave the facility on a lead at all times.
- All dogs must be on-lead and kept under control by their owners until handed over to a VIP Dog Club attendant. All dogs must wear a collar at all times whilst attending day care at VIP Dog Club.
- All customers without confirmed bookings must see VIP Dog Club staff to check their dogs in on arrival.

Overnight boarding

I understand I will bring my dog's bed or blanket, food (and feeding instructions) and harness. Your dog will sleep in an area with other dogs and we take no responsibility with their bed get damaged. We strongly suggest you to bring a cheaper bed for their stay. I understand that one night is equivalent to a 24h period. For stays over 24hours an additional daycare rate will apply.



Bookings and payments

Daycare bookings

- All new dogs must undertake an assessment day to be accepted at VIP Dog Club.
- Daycare bookings for current clients are not mandatory, but they are heavily encouraged.
- Bookings must be made by submitting requests via our portal no later than 5.30pm the day before the requested booking day.
- All bookings are subject to acceptance via reply email from VIP Dog Club:
 - If you have an accepted booking, you are guaranteed a place on the day
 - If you do not have an accepted booking, you may be turned away on the day, Call us.

Booking cancellations/amendments

- All booking cancellations and amendments must be submitted via portal no later than 24 hours before the booked day.
- All booking cancellations and amendments are subject to acceptance via portal.
- Cancellations and amendments made within 24 hours of the booking date may be subject to a no-show fee
- The no-show fee is the normal day rate or a draw down on an existing pre-paid pass or membership

Recurring bookings

- Customers can book recurring days into the future (e.g. every Tuesday) by sending a request via our portal. Requests must be made no later than 6.30pm the day before your first recurring day.
- Recurring bookings are subject to acceptance via reply email from VIP Dog Club.
 - If you have an accepted recurring booking, you are guaranteed a place on the day
 - If you do not have an recurring accepted booking, you may be turned away on the day
- Acceptance for the recurrence counts as acceptance for each individual booking.
- Recurring bookings are subject to the no-show policy – cancellations or amendments to a schedule day or days must be submitted via email at least 24 hours in advance

Payments

- Payment for daycare must be made on or before the day of attendance. Outstanding balances need to be paid before future bookings will be accepted.

General

- I acknowledge that all photographic images or digital recordings taken of the facility, dogs, customers and staff, together with their prints and their copyrights therein are the property of VIP Dog Club. I authorise VIP Dog Club to reproduce/alter the images, in print or electronic format without compensation to me and I waive the right to approve the finished images
- When completing the daycare enrolment form, I do so to the best of my knowledge and will notify VIP Dog Club immediately of any changes to the information I have provided.

After hours contact number is: 0420381671 / 0412002504

I HAVE READ THIS AGREEMENT, UNDERSTAND ITS TERMS, and UNDERSTAND THAT I AM WAIVING CERTAIN LEGAL RIGHTS BY SIGNING IT

NAME: _____

SIGNATURE: _____

DATE: _____ DOG(s): _____