

## Birdrise Farmstay Boarding Kennels - Terms and Conditions

The following terms and conditions apply to provision by KD and J McDonald (ABN 51 793 936 318) trading as Birdrise Farmstay Boarding Kennels of dog boarding. By making a booking with Birdrise Farmstay Boarding Kennels, you will be deemed to have accepted these terms and conditions.

### 1. Health

- a. Treatments required before arrival
  - i. You confirm that all dogs have been treated for fleas and worms within 1 week prior to check-in, or on a regular product for same;
    1. If worms and/or fleas are detected at check-in or during boarding, the dog will receive immediate treatment at the cost of the owner.
  - ii. You confirm that all dogs have received C5 vaccinations and have completed:
    1. An initial course of the vaccination at least 2 weeks prior to check-in; or;
    2. A booster at least 1 week, but within 1 year, prior to check-in.
  - iii. Current C5 vaccination certificates must be produced for verification, either as an email from you or your vet or sighted on arrival.
  - iv. Birdrise does not accept unvaccinated dogs.
  - v. Birdrise reserves the right to cancel bookings for dogs that cannot produce a current vaccination certificate
- b. Disclosure
  - i. To the best of your knowledge all of your dog's medical or behavioural conditions must be disclosed on booking
- c. Treatment during stay
  - i. If your dog becomes ill or injured during boarding, we will, as soon as practicable, contact your emergency contact for instructions in relation to treatment of the dog.
  - ii. If we are unable to contact your emergency contact, then you authorise Birdrise to obtain veterinary treatment for your pet, if in our reasonable opinion it is required.
  - iii. For non-urgent medical care Birdrise will endeavour to take your dog to your regular veterinary professional (as specified in the application form).
  - iv. In the case of an emergency, veterinary treatment will be sought at our closest available veterinary clinic.
  - v. You agree:
    1. To authorise Birdrise to act in accordance with the veterinarian's advice in respect of the treatment of your dog's illness or injury.
    2. To pay all costs associated with such veterinary treatment including but not limited to any medicines, operations and out of pocket expenses.
- d. Death during stay
  - i. If your dog dies during their stay, we will, as soon as practicable contact you on your emergency contact number.
  - ii. If we are unable to contact your emergency contact, you authorise birdrise to remove your dog from the kennel to a local veterinary clinic of our choice for appropriate storage until alternative arrangements in respect of the deceased dog can be made.

### 2. Feeding

- a. Your dog will be fed a high quality diet during their boarding
- b. You must notify Birdrise if your dog is on a veterinary prescribed diet or you would prefer a different diet this must be provided in accordance with clause 2c for the duration of stay.
- c. All food supplied by the owner must:
  - i. Be individually packaged and portioned for each meal of each day of stay, and;
  - ii. In zip-lock plastic bags or clear disposable containers clearly labelled with the dog's name and timing of meal, together with all other necessary directions.
  - iii. Birdrise reserves the right to change the Pet's diet if in our reasonable opinion the dog is experiencing stomach upset.

### **3. Admission, Check-in and Check-out**

- a. Birdrise Farmstay Boarding reserves the right to refuse boarding to any dog for any reason, including but not limited to;
  - i. The dog is unvaccinated
  - ii. The dog is of poor health on arrival or is likely to deteriorate during their stay.
  - iii. The dog is aggressive, excessively destructive or a habitual barker
  - iv. The dog is in season, pregnant or lactating
  - v. Birdrise accepts puppies from 18 weeks of age, provided their last and full course vaccination was administered at least a fortnight prior to the date of check-in
  - vi. The owner is aggressive toward our staff
- b. Check-in and Check-out
  - i. You must drop off and collect your dog at an appointment time mutually agreed between you and Birdrise at the time of your booking.
  - ii. You must ensure that all dogs being dropped off or collected from the Facility are on a lead or harness.
  - iii. If at check-out the Pet is to be collected by a person(s) other than yourself, you must at check-in provide the detail and authorise this person(s).
- c. Modifications or Cancellations
  - i. You must give notice to Birdrise if you wish to modify or cancel a booking.
  - ii. Reductions or cancellations within 7 days of departure will incur the full cost.
  - iii. Increases in the length of stay will be dependent on availability.
- d. Abandoned Pets
  - i. If your dog is not collected within 1 week of the agreed departure date and no communication is received seeking delay, they will be considered abandoned.
  - ii. If your dog is abandoned, you;
    1. Authorise birdrise to hand over the dog to a shelter of our choice.
    2. Accept responsibility for the costs of extra boarding and impoundment.

### **4. Booking and Payment**

- a. For a booking to be accepted the application form must be completed in full to the satisfaction of Birdrise staff.
- b. Payment
  - i. The cost of your booking must be paid in full prior to, or at, check in.
  - ii. Payments can be made using the accepted methods on our website.
  - iii. Fees apply from night of arrival to the day of departure.
  - iv. All fees and charges include GST
  - v. Incurred extra fees payable on collection.

### **5. Risk and Liability**

- a. You agree that;
  - i. You leave your dog in our care at your own risk
  - ii. Birdrise is not liable for any illness, injury or death of your dog, or caused by your dog.
  - iii. You are solely responsible for the acts or behaviour of your dog during their stay and that they may behave differently while boarding than they would normally
  - iv. Your dog may socialise with other dogs boarding at birdrise unless specified otherwise on the application form
  - v. Birdrise is not responsible for an item brought to the kennel that is lost or destroyed.

Birdrise Farmstay Boarding Kennels reserves the right to update these terms and conditions from time to time. Terms and conditions at the time of booking will apply for that booking.

Conditions Accurate as of 2023