

Yamba Boarding Kennels & Cattery

144 School Rd ♦ Palmers Island, NSW, 2463 ♦ Australia
Phone:- (02) 6646 0209 ♦ Email:- woofmeow@bigpond.net.au
www.yambakennels.com.au

Pet/s Name/s

Terms & Conditions

General

- **Kennel/Cattery hours are 7:30am to 10:00am and 4:00pm to 6:00pm.**
Closed Sunday mornings, Easter Saturday & Christmas Day. Check our website for additional closed dates.
- Pets collected before 10am on the day of departure will not be charged for that day.
- **Out of Hours** drop-off or pick up is by prior arrangement only, and **ONLY if available**.
We do not guarantee out of hours availability.
- If out of hours drop-off or pickup is approved, **an \$80 penalty fee** will be charged **without exception**.
(Whilst we understand delayed flights, vehicle breakdowns, traffic jams, road works, etc will cause delays, we are not responsible for these events. If out of hours is available, the penalty fee will be charged).
- In order to minimise separation anxiety, **no visits/outings are permitted**.
- If required, animals shall receive prompt veterinary attention **at the owners' expense**.
- Any costs incurred by pets shall be paid upon collection (*Veterinary, damage to beds or fences, etc*).
- We do NOT accept entire/un-desexed male cats over 7 months old.
- The kennels and cattery are off limits to members of the public.

Vaccinations

- All dogs must have proof of a **current C5 vaccination** (*for Parvovirus, Distemper, Hepatitis, Parainfluenza & Bordatella*) to be presented before, or on the day of arrival.
- All cats must have proof of a **current F3 vaccination** to be presented before, or on the day of arrival.

Off-Peak

- Payment is via cash, card or direct deposit (*card transactions are subject to a surcharge*).
- Cash or card payment is due in full, **upon arrival**.
- Direct deposit payment is due at least 24hrs **prior to arrival**.
- **Early departures do NOT** receive any refunds, transfers or credits.
- Early departures are still charged the full amount of the original booking.
- **Cancellations** for off-peak bookings do not incur fees or charges (*direct deposits will be refunded*).

Peak Season (Easter, Christmas & all School Holidays)

- Easter is a minimum charge of 4 days.
- 15th December to 15th January is a minimum charge of 7 days.
The remainder of January is a minimum charge of 3 days.
- Peak season bookings require a **non-refundable and non-transferable deposit** of \$100, or the entire booking amount if the booking is less than \$100.
- The deposit is **due within seven days** of making the booking.
- *Failure to pay the required deposit within seven days will result in cancellation of that booking.*
- Balance of payment via cash or card is due upon arrival (*card transactions are subject to a surcharge*).
- Balance of payment via direct deposit is due at least 24hrs prior to arrival.
- **Early departures do NOT** receive any refunds, transfers or credits.
- Early departures are still charged the full amount of the original booking.
- **Cancellations** for peak season bookings lose their deposit.

Floods (&/or other Evacuations)

- Pet owners must provide the name and contact number of an “emergency evacuation person” who can collect and temporarily care for the pet/s.
- If a Moderate or Major flood warning is issued for Maclean – all pets will immediately be evacuated.
- Pets evacuated to their emergency person **shall be credited** for the amount of time Yamba Road is closed, or until YBKC is fully operational.
- This credit is **valid for 12 months** from the date of issue.
- Pets without an emergency person will stay at a local vet clinic; and pet owners will reimburse YBKC for the difference between kennel/cattery boarding and vet boarding costs.

please turn over (double-sided document)

Liability Clause/Waiver

The pet/s is/are left with Yamba Boarding Kennels & Cattery (henceforth known as YBKC) at the owner/authorised agent's risk.

YBKC will not be liable whatsoever for any loss, damage, injury or expense to the pet or to the owner/authorised agent by reason of neglect, act, omission, delay or failure on the part of YBKC.

YBKC are not responsible or liable whatsoever, in the event that any person/s, including myself, is injured whilst on YBKC property.

YBKC may retain possession of the pet/s until all fees and expenses are paid in full. All fees & expenses will continue to accrue during any period of retention.

Pets will be deemed abandoned if the owner has not contacted YBKC or collected the pet/s within seven days of the original discharge date.

Abandoned pets will be disposed of at YBKC's discretion, & legal action commenced against the owner to recover the outstanding debt.

The aforementioned information and statements will apply to every subsequent visit the pet/s make to YBKC.

I, (print customer/authorised agent name) _____
have read and fully understand the above terms & conditions;
and hereby agree to all terms & conditions.

Signed _____ Date _____