

DOGGY DAY (DDC) CARE TERMS AND CONDITIONS

DDC is provided for members wanting their dogs cared for during the day. The Centre is open from 7 am - 6 pm, Tuesdays, Wednesdays, Thursdays and Fridays. Late fees apply, see handout. Dogs must be desexed if over 7 months of age. Dogs must be vaccinated to a level of at least C5. Proof of desexing and vaccination will be required before a dog is left in care. Updates of vaccinations will also be required.

The dog owner or guardian, or representative of the dog owner or guardian, by signing this document and leaving the dog in care, gives permission for the care provider to seek veterinary care if they deem it necessary and the owner agrees to cover the cost of such veterinary care. All efforts will be made by the care providers to contact the owner prior to this action being taken.

The dog owner or guardian, or representative of the dog owner or guardian, by signing this document and leaving the dog in care, agrees to pay the listed rate of payment to the care providers, including late fees and understands that all monies are due by the end of the date of day care, or by arrangement with the care providers. All arrangements must be discussed prior to day care being provided. A schedule of rates is available on request and is displayed at the centre. Any discounts offered for multiple bookings are at the discretion of the carer, and are given on condition that all monies are paid at the beginning of the week. The dog owner or guardian, or representative of the dog owner or guardian, by signing this document and leaving the dog in care, acknowledges that while all care will be taken with their dog(s), in the event of an accident, or illness, or injury the dog owner will accept responsibility for such accident or illness or injury and will pay all costs incurred by said accident, illness or injury, regardless of how the incident occurred.

The dog owner or guardian, or representative of the dog owner or guardian, by signing this document and leaving the dog in care, agrees to collect the dog if contacted and asked to do so by the carers. Discretion and consideration of emergencies will be assessed by the care providers.

The Care providers reserve the right to refuse to provide care for a dog if the dog shows aggression towards people or other dogs. The care providers reserve the right to refuse to accept or keep a dog in care if they consider doing so would jeopardize the safety, wellbeing or comfort of the other dogs or the carers.

It is the dog owner or guardian, or representative of the dog owner or guardian's responsibility to inform the carers of any behavioural issues the dog may have, regardless of whether these issues may impact on the ability to provide care. Specifically, any of the following behaviours must be brought to the attention of the carers.

- Reactive if held by the collar or uncomfortable with being held or led by the collar
- Reactive to being held or touched
- Fear aggression
- Excessive barking or attention seeking behaviour
- Fence Jumping – it is the responsibility of the owner to assess the fence height for suitability in containing their dog.
- Dislike of particular type or breed of dog
- Dislike of particular type of person, e.g. child, man.

These behaviours will not necessarily exclude your dog from care, we may, however, wish to implement a training program to help the dog cope better. In particular, dogs must be taught to tolerate being held and led by the collar without attempting to bite the carers.

DOGS THAT ARE COUGHING, OR HAVE BEEN COUGHING REPEATEDLY OVER THE PREVIOUS 24 HOURS MUST NOT ATTEND DAY CARE. PLEASE CHECK WITH US FIRST IF YOU NEED CLARIFICATION OR ARE UNDECIDED. DOGS THAT HAVE FLEAS MUST NOT BE BROUGHT TO DAY CARE, AND IF FLEAS ARE FOUND ON YOUR DOG, YOU WILL BE CALLED TO COLLECT YOUR DOG. Owners should maintain an effective flea treatment regime.

The Doggy Day Care service works on a "Three Strikes and you are Out" Policy. If your dog exhibits a behaviour that is thought to be unacceptable, you will be told of the incident and recommendations will be given. In some cases, moving the dog to a more suitable day may be offered. The Care providers reserve the right to suspend a dog immediately if they deem it necessary to do so.

Some behaviours that may invoke a strike are:

- Excessive barking – especially attention seeking barking
- Bullying, nose punching at other dogs
- Instigating fights
- Excessive fence running and harassing passers by
- Gate aggression

In the above examples, training advice and options for improving the behaviour would be offered.

DOGS MUST NOT ARRIVE AT OR ATTEND THE DAY CARE FACILITY ON CHOKER CHAINS, SLIP COLLARS OR ANY RESTRICTIVE TYPE OF COLLAR. NORMAL FIXED COLLARS ARE REQUIRED AND DOGS MUST HAVE AN IDENTIFICATION DISK WITH CONTACT DETAILS ON IT.

Regular bookings may be made to reserve a spot on a particular day. Otherwise, the owner of guardian MUST phone PRIOR to dropping the dog at the centre. Continual non-attendance on booked days may result in loss of booking.

Tuesdays have a mix of big and little dogs that interact well with each other. Arrival and pick up times are unrestricted. Duration of visit is unlimited.

Wednesdays is mostly medium to large dogs, with occasional smaller dogs that are deemed suitable by the carers and able to cope with boisterous behaviour. Dogs attending on Wednesdays must arrive by 9.30 am.

Thursday is restricted to large dogs, the more boisterous types. Only full day attendance is available on Thursdays. Dogs attending on Thursdays must be in by 9.30 am and not picked up before 4.30 pm.

Friday gives a priority to small dogs, new dogs and dogs that are quiet, shy and non-intimidating to little dogs. Some bigger dogs, with a gentle nature are welcome on Fridays. No time restrictions apply. Senior dogs are also most welcome.

The carers can advise on suitable days for your dog. Assessments can be made by appointment if deemed necessary.