

# DOGGY PAUSE

## ***Your Personal Details***

Name:

Address (Street, Suburb, City & P'Code:

Home Phone Number:

Mobile Number:

Email Address:

***Emergency Contact – This needs to be someone other than yourself in case your dog needs collection due to health or behaviour whilst you are away.***

Full Name:

Relationship:

Phone Number:

## ***Financial/Security Details***

Name on Drivers License:

Drivers License Number:

OR

Name on Credit Card:

Expiry:

Credit Card Number:

Credit Card

### Please note in relation to the Financial/Security Details

We do not take credit card payments. Your personal financial details OR drivers license number are our way of protecting ourselves in case you dog is left beyond is duration of care and we cannot contact you or your emergency contact.

ABN: 77 126 363 399

Website: [www.doggypause.com.au](http://www.doggypause.com.au)

Email: [admin@doggypause.com.au](mailto:admin@doggypause.com.au)

Phone: (02) 4376 1439

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To ensure the health and safety of your dog(s) and our other dog guests, we require that all members of our pack comply with the following pack rules:

**Age:**

All dog(s) must be at least 12 weeks of age. This is because most puppies cannot get all the full vaccinations until they are 12 weeks old and the full vaccination is needed for the puppies to be able to socialise safely with other dogs. However, if your vet has administered all the shots earlier than 12 weeks and you have a letter stating it is OK then we will accept your puppy. Additionally, puppies and shelter dog(s) must be in the home for 2 weeks prior to attending Doggy Pause.

**Sex:**

All dog(s) over the age of 6 months must be spayed or neutered.

**Shots:**

All dog(s) must be vaccinated with C5 or at the minimum C3. *Proof of vaccination is required upon admittance to Doggy Pause.* The vaccination certificate must be kept up to date with Doggy Pause for each admission.

**Flea & Worm Control:**

All dog(s) must be on a veterinarian approved form of topical flea/tick treatment (we use Frontline as it also protects against ticks) and a worming treatment.

**Feeding & Medication:**

If medication is necessary for your dog(s) whilst in our care, this can be arranged at no charge; just provide for us with the medication their name, your last name, the dosage and timings. Food is included in the daily boarding rate; however, if your dog(s) have special dietary requirements you may bring the food supply for them, and this will be fed at no extra cost, just be sure to be detailed with portion size and frequency of feeding throughout each day/night.

**Health/Illness:**

All dog(s) must be in good health. Owners will need to certify that their dog(s) are in good health and have not been ill in the last 30 days. On sign up, all dog(s) must be free from any condition that could potentially jeopardize other dog(s). Dog(s) that have been ill with a communicable condition in the last 30 days will require veterinarian certification of health in order to be admitted into Doggy Pause.

If your dog(s) is not feeling well, prior to boarding, i.e., vomiting or diarrhea, please take your dog to the vet and let Doggy Pause know ASAP that your dog will not be attending. You will not be charged, however, medical certification may be required.

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If your dog(s) gets severely sick or injured whilst in the care of Doggy Pause, we will call you or your emergency contact ASAP and discuss with you your alternatives for treatment. If the situation deems veterinary care we will arrange this on the spot with the local vet (Kulnura Veterinary Practice). Advice given to Doggy Pause by vets will be passed onto you or your nominated emergency contact and the decision will rest in your hands, unless it is life threatening, in which case everything in our and the vets power will happen.

## **Behavior:**

Owners will need to certify that their dog(s) have not harmed, shown aggression or threatening behavior towards any person or other dog(s). All dog(s) are to be well socialized and not protective of toys, people, or space.

Doggy Pause reserves the right to dismiss any dog(s) within their care should they show aggressive or threatening behavior at anytime. Doggy Pause has a zero tolerance for dogs that show aggression or over dominance.

If your dog maliciously starts a fight with another dog, it will be locked away for the duration of the rest of its stay and let out when all other dogs are locked up. You will be notified of your dogs' behavior via email and upon collection.

Additionally to this, you will be billed for the care of the injured dog (vet service fees).

## **Identification:**

All dog(s) are required to wear a collar with an ID tag. Doggy Pause requires all dog(s) to have permanent identification through a microchip. If you do not have a collar for your dog, please ensure you purchase one prior to check in.

## **Application:**

All dog(s) must have complete, up-to-date and approved application forms on file, along with vaccination certification proof, which *must be updated with Doggy Pause each time it is due for renewal*.

## **Other:**

All dogs are required to be on lead when picked up or dropped off at Doggy Pause Kulnura or Hornsby.

No beds, blankets, toys, bowls are required at Doggy Pause. We have strict cleanliness and sterile surrounds and prefer to use our own bedding, bowls and toys. For reasons such as fleas or other dogs destroying your dogs' personal property through territory marking.

## **Rates/Fees:**

All fees (during high season and low season) are due and payable at the time of arrival for your dog(s) stay by cash or cheque or by direct deposit into our account prior to the drop off day. We do not accept credit cards. The fees/rates will include the transport fee if transport has been requested.

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Rates are calculated on a day-to-day basis based on the weight of your dog and if it is high season or low season. Regardless of the time of day/afternoon you **drop** your dog(s) off you will be charged for the *entire days rate*.

During high season (public holidays, long weekends etc) a deposit must be made of \$50.00 for one dog or \$90.00 for two dogs in order to confirm the spot(s) wanted. The deposit must be made two weeks prior to the date of first boarding. It is non refundable, but does come off the payable total.

## **Transport:**

Transport is offered from Hornsby to Kulnura and from Kulnura to Hornsby. The scheduled days for dropping dogs back to Hornsby and picking up dogs from Hornsby are Mondays, Wednesdays and Fridays between 1.30pm and 5.30pm and bookings are essential as space in the transport vehicle is limited.

## **Other Fees:**

Any fees paid for your dog(s) whilst in our care during boarding such as vet services will be billed directly to you upon pick up of your dog(s). Payment is required within 7 days in full by direct deposit, cash or cheque.

Outlined in the **behaviour** section above. If your dog maliciously attacks another dog the vet services of caring for the victim dog will be billed in full to you upon pick up.

Transport Fees apply if you need your dog transported from Hornsby to Kulnura or from Kulnura to Hornsby and these fees are outlined on our website.

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## **Cancellations/Refunds:**

Late cancellations within 48 hours of the booking date for one dog will be charged a fee of \$40.00 and for two dogs will be charged a fee of \$80.00. Concessions for medical reasons will be considered on a case-by-case basis by Doggy Pause staff.

In the event of your dogs trip being shortened, due to personal issues, work issues, travel issues, behavioural problems of your dog which cause termination of its boarding, you will be refunded back the remaining days outstanding, minus 30% of that remaining.

I, ..... hereby certify that my dog(s): ..... is/are in good health and have not been ill with any communicable diseases in the last 30 days. I further certify that my dog(s) have not harmed or shown aggressive or threatening behavior towards any person or any other dog(s). I have read and understand the following:

1. I understand that I am solely responsible for any harm caused by my dog(s) whilst my dog(s) is/are attending Doggy Pause;
2. In the event of my dog(s) maliciously attacks another dog, I understand that my dog(s) may be deemed unfit for attending Doggy Pause in the future;
3. I further understand and agree to pay full vet services for the victim dog which my dog(s) attacked within 7 days;
4. I further understand and agree that in admitting my dog(s) to Doggy Pause, the staff have relied on my representation that my dog(s) is/are in good health and have not harmed, shown aggression or threatening behavior towards any person or dog(s);
5. I further understand and agree that Doggy Pause, their staff and volunteers will not be liable for any behavioural problems which develop, provided reasonable care, precautions and discipline are followed;
6. I understand that if my dog(s) is harmed or injured at Doggy Pause not intentionally by a staff member or volunteer (i.e., spilling coffee, stepping on a paw) Doggy Pause will do everything in their power to care and rehabilitate the dog for the remainder of their stay and there-after;
7. I further understand and agree that any behavioural problems which develop with my dog(s) whilst they are at Doggy Pause will be treated as deemed best by staff and volunteers of Doggy Pause at their sole discretion, and that I assume full financial responsibility for any and all expenses involved (ie, chewing up a couch, digging through a fence, eating blankets);
8. I understand and agree that any health/medical problems that should arise whilst my dog(s) are in the care of Doggy Pause that require veterinary care will be paid by me upon pick up of my dog(s);

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9. I acknowledge that dogs are their own being and respond to attention and love and the Doggy Pause staff are highly trained to offer a service for dog owners in a safe and happy environment, however, at times dogs can be disobedient and can not like one another straight of the bat and may fight. Precautions will be made to alleviate such a situation – However, in this situation, with procedures by staff followed I hereby release Doggy Pause of any liability of any kind arising from my dog(s) attendance and participation at Doggy Pause.

I certify that I have read and understood the policies of Doggy Pause as set forth above and that I have read and understood the conditions, and statements of this agreement.

**Name:**

**Signature:**

**Date:**

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## ***Dog Particulars***

Dogs Name:

Breed:

Sex:

Approximate Weight:

Date of Birth (DD/MM/YY – If unsure please approximate):

Microchip number:

Neutered/Sprayed (circle one) When?

**Please Note: A current copy of the Vaccination Certificate must be accompanied with this form.**

## ***Vet Contact***

Veterinary Clinic Name:

Address:

Phone:

## ***General Information***

How old was your dog when you first got him/her?

Where did you get your dog?

If adopted, do you know your dogs past history? Please describe.

Has your dog ever attended a boarding establishment before? And if so, when & where?

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Do you have any other pets? Yes/No

If yes, how do they get along?

## ***Health & Grooming***

Does your dog have any allergies? Yes/No

If yes, Please describe:

What flea/tick preventative treatment (product) is your dog on?

Does your dog take any medication? Yes/No

If yes, please describe (including dosage and frequency):

Does your dog have: (please circle)

Arthritis? Yes/No    Joint Problems? Yes/No    Hip Dysphasia? Yes/No

If you answered yes to any of the above three questions, are there any restrictions on your dogs activities or movements?

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## ***Behaviour***

Does your dog fear or dislike any noises or particular items?      Yes/No

If yes, please elaborate:

Please describe any problems your dog has with any of the following:

Jumping (e.g., over gates, onto people):

House training:

Barking:

Digging:

Separation/Home alone anxiety:

Chewing/Destructiveness:

Other (please specify):

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Has your dog ever done any of the following:

Bitten a person or other dog? Yes/No

If yes, please describe circumstances

Growled, bitten or snapped at someone for approaching their food or toys? Yes/No

If yes, please describe circumstances

Been attacked by another dog? Yes/No

If yes, please describe circumstances

Are you able to remove things safely from your dogs' mouth? Yes/No

Has your dog been to a dog park? Yes/No

If yes, please explain his/her interaction with other dogs:

Has your dog ever escaped from home? Yes/No

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Has your dog had any formal obedience/good manners training? Yes/No

What commands does your dog know?

Where does your dog sleep? (Inside in the house or outside in a kennel etc)

## **Market Information**

How did you hear about us?

Do we have your permission to use photographs of your dog for our website, flyers and brochures? Yes/No

Do we have your permission to transport your dog in our car if need be for veterinary emergency reasons? Yes/No

Please detail any other information about your dog that you feel would be helpful or important for us to know?

I certify that I have answered the above questions fully and to the best of my ability.

**Owners/Guardians Signature:**

**Print Name:**

**Date:**

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