

## **Pet Boarding Terms & Conditions**

Publish Date: 09/02/19

The following Terms and Conditions apply to the provision by RSPCA South Australia (“RSPCA”, “We” or “Our”) to you (“Pet Owner”, “You” or “Your”) of animal boarding and other related services. By making a booking with RSPCA, You will be deemed to have accepted these Terms and Conditions.

### **Disclosure**

You must disclose any existing or previous medical conditions and/or concerning behaviours (e.g. aggression, anxiety, timidness) of Your pet, whilst making a booking.

### **Workplace Health and Safety**

All animals boarded at RSPCA must display appropriate safe behaviours whilst in our care to ensure the safety of our workers and/or other animals. Animals assessed by RSPCA to be displaying unsafe aggressive behaviour towards people or other animals are not eligible for accommodation at RSPCA’s boarding facilities.

RSPCA reserves the right to refuse entry or request early collection of any animal assessed to be a risk to the health and safety of workers and/or other animals.

Boarding your animal/s at RSPCA provides RSPCA the delegation of authority to medicate your animal if it is in the best interest of the animal’s welfare (e.g. displaying unsafe aggressive behaviour, or displays behaviours associated with anxiety and/or deteriorating mental health). RSPCA will endeavour to contact you or your nominated alternate contact prior to medication being administered. If contact is not successful, medication will be administered.

### **Fees**

**Standard boarding rate per dog \$28.00 per night.**

**Standard boarding rate per cat \$20.00 per night.**

Medication/Supplement administered \$3.00 per dog/cat per day.

### **Deposit and Payments**

A non-refundable \$30.00 deposit, payable at the time of booking, is required. This will be deducted from the total cost of boarding services, which is payable in full at time of check-in. If the booking total is less than \$30.00, the full amount is required as payment and is non-refundable.

### **Vaccinations**

A current minimum C5 vaccination certificate must be provided on check-in for every dog and a current minimum F3 vaccination certificate must be provided on check-in for every cat. Booster or other vaccinations required prior to boarding must be given at least 10 days prior to check-in. Please ensure that you confirm vaccination details with your Veterinarian. For the protection of all animals in our care, any animal that is not fully vaccinated will not be accepted into boarding under any circumstances.

### **Equipment Requirement/Restrictions**

Dogs must be wearing a flat collar to assist with handling and to facilitate a boarding ID tag. If a dog is presented without a flat collar the Pet Owner will be required to provide one prior to the dog being accepted by RSPCA. Flat collars are available for purchase in our retail shop.

Dogs wearing check chains will not be accepted into RSPCA pet boarding under any circumstances. Cats must be transported to and from RSPCA in a secure pet carrier.

### **Microchipping**

It is compulsory for all pets boarding at RSPCA to be microchipped. To facilitate this requirement RSPCA offers microchipping, (with no ear tattoo), to boarding clients for an additional fee of \$50. This service will be provided by an RSPCA veterinarian during your pet's stay.

### **Booking**

Bookings can be made by contacting the Lonsdale Animal Care Facility.

Phone: (08) 8329 6000 – Option #3

Email: PetAccommodation@rspcasa.org.au

### **Check-In**

Weekdays – 12:00pm until 3:00pm

Weekends and Public Holidays - 11:00am until 1:00pm

*Closed every Tuesday, Good Friday and Christmas Day*

Please allow up to 15 minutes on the day for the check-in process. If you will not be dropping your pet off personally, please advise the boarding staff so that we can arrange for you to provide us with any necessary information prior to check-in.

### **Check-Out**

10:00am until 12:00pm Daily

*Closed Good Friday and Christmas Day (Check Out permitted on Tuesdays)*

Photo identification will be required when checking out your pet. If a third party will be collecting your pet they must be nominated prior to check out and provide photo identification.

Early check-out can be arranged however you will still be charged for the full period of your initial booking, unless you notify us of a change in dates upon or prior to checking-in your pet.

A drop-off or collection outside of the standard Check In or Check Out times is also negotiable. If approved, an additional fee of one night's boarding will apply per instance.

### **Lonsdale Animal Care Centre operating hours are:**

10:00am-4:00pm Mon, Wed, Thurs, Fri (closed every Tuesday, Good Friday and Christmas Day).

10:00am-2:00pm Weekends and Public Holidays.

### **Peak Periods**

Minimum boarding periods apply during peak times. These are as follows:

- Easter must include Easter Thursday until Easter Monday.
- Christmas must include 24<sup>th</sup> December until 2<sup>nd</sup> January.

Pets can be boarded for shorter periods, however all bookings will be charged for the entire minimum period.

### **Owner Supplied Medications**

Prescribed medication/supplements will be administered to your pet during their stay (NOTE: some restrictions apply). This service will incur an additional daily surcharge. Prescribed medications will be adhered to, unless otherwise advised by the administering Veterinarian. Medication must be labelled by your Vet.

### **Owner Provided Food and Belongings**

Owners are welcome to provide bedding, toys (if bigger than a tennis ball) and food. All items must be clearly labelled with your pet's name. The RSPCA accepts no responsibility for any lost items.

*Terms and Conditions are subject to change without notice, however paying a deposit guarantees the price quoted at the time of booking.*