

Pet Boarding Terms & Conditions

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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 unusual behaviours (e.g. aggression, anxiety, timidity) 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.

Pension Concession card holders receive 10% discount off kennel fees.

- *Pension Concession card holders must advise the boarding assistant at the time of booking and a valid Pension Concession card must be presented at check-in.*

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 if you have any doubts prior to check in. 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.

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 \$25. 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 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

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 time outside of the shelter operating hours is also negotiable. If approved, an additional fee of one night's boarding will apply per instance.

Our standard operating hours are as follows:

10:00am-4:00pm Monday to Friday (closed Good Friday and Christmas Day)

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

Peak Periods

Over peak holiday periods, minimum boarding periods apply. These are as follows:

- Easter must include Easter Thursday until Easter Monday.
- Christmas must include 24th December until 2nd January.

Bookings can be extended either side of these dates, and pets can be brought in for shorter periods of time, however all bookings will be charged for the entire minimum period.

Owner Supplied Medications

Approved 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 so that we can adhere to the Veterinary instructions and/or in case any follow up is required by RSPCA staff.

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. Please make sure that you receive all these items back at the end of your pet's stay. 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.

