

DIGGIDY DOGGY DAYCARE PLAY & STAY TERMS & CONDITIONS

- 1) It will be up to Management's discretion to assess the pups on a daily basis while staying with us on their diggiddy play & stay. Changes to their care may include a change of carer, rest days or dietary adjustments (i.e. chicken & rice if diarrhoea is present); this may include additional costs upon pick up, however you will be fully informed of this. If rest days are required, please rest assured knowing they will never be unsupervised for longer than 5 hours at a time and a solution will always be catered for according to their individual needs.
- 2) The Dog Owner accepts that prior to DDDC play & stay their dog must have been a member of DDDC for at least 3 months.
- 3) Current proof of up-to-date C5 vaccination must be provided.
- 4) Your dog will be on lead at all times unless specified by the owner when safe to do otherwise (i.e. fenced environment, enclosed beach space).
- 5) Dog Owner will need to confirm that their dog has not been ill within in the past 30 days. DDDC reserves the right to request Veterinarian certification of the dog's health and/or take a dog for treatment if Management deem necessary. The Dog Owner is liable for any costs associated. In the event of serious illness and the owner cannot be contacted the veterinary surgeon's decision will be final.
- 6) The Dog Owner must disclose any peculiar traits or medical condition of the dog (e.g. timidity, indoor toileting, resource guarding, anxiety, climbing, fence jumping, epilepsy, etc).
- 7) The Dog Owner agrees to disclose any known aggressive/behavioural issues prior to their induction to DDDC services.
- 8) The Dog Owner will be responsible for any excessive damage caused by its dog due to its behaviour to any other animal or property.
- 9) It must be clearly understood that the dogs are not necessarily supervised continuously however are never left for any period of time over 5 hours unless previously arranged with the Dog Owner. All risks and care will be taken to ensure the safety of your dog at all times.
- 10) The Dog Owner understands and agrees that there are certain risks when leaving their dog in the care of someone else. DDDC offers the highest level of individualised care, ensuring all risks are minimal, however we cannot accept responsibility for injury, death, loss or damage of any kind that may occur to a dog or their belongings while staying with us.
- 11) The Dog Owner acknowledges that DDDC staff may use certain forms of corrective behaviour techniques (in no way detrimental to the dog) to maintain an enjoyable and safe environment for all dogs.
- 12) The Dog Owner agrees to pay DDDC for all services rendered, and services sought from third parties such as medical treatment in relation to any loss, injuries or harm sustained by your dog or inflicted by your dog upon a person whilst at the DDDC facility and/or in the Carer's home.
- 13) The Dog Owner understands that if their dog is found diagnosed as having fleas or worms their dog will be treated immediately and the cost of treatment charged to the Dog Owner. The Dog Owner will be informed via phone call or consultation upon pick up.
- 14) The Dog Owner understands that should any dog become ill or injured whilst in the carers home, the DDDC staff will administer basic first-aid and contact the owner immediately if transfer to a veterinary clinic for further treatment is required. Any expenses incurred are at the cost of the Dog Owner. DDDC will make every effort to contact the dog's veterinarian, however reserves the right to transfer to its nominated clinic; Port Phillip Animal Hospital, 46-48 Mills Street, Albert Park.
- 15) All play & stay fees are due for the full booking. If you choose to collect your dog before the agreed end date, please note that you will still be required to pay for the entire duration of the initial booking.
- 16) All attempts are made to give your dog the very best care and attention; however we cannot be held responsible for any loss outside our control.

- 17) If, in the sad event of the loss of a dog while in our care, you will be contacted immediately. In the instance we are unable to contact either you or your emergency contact, we will seek advice from our veterinary surgeon to make the necessary arrangements.
- 18) The Dog Owner accepts all liability and shall indemnify DDDC, its employees, agents and/or representatives from any claims or actions of any kind arising from any loss, injury or harm that their dog sustains or inflicts upon another dog or person whilst in the DDDC facility or in the carers home.

I, the undersigned, agree to the above terms and conditions, and in taking advantage of DDDC services, agree to release and hold harmless DDDC from any and all claims, demands, suits, cost, and charges in connection with or arising out of any and all DDDC services, including, but not limited to, bodily harm or injury, except only when occasioned by gross negligence or intentional misconduct by DDDC. I hereby grant permission for DDDC and its employees full authority to take whatever actions they deem necessary regarding my dog's health and safety in the event I cannot be reached or in the situation where time is of the essence; and fully release DDDC and its employees from any liability in connection with those decisions, I grant permission for emergency treatment by DDDC's nominated vet if needed. Any such action will be taken in the best interest of my dog and will be reported to me as soon as possible.

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