

TERMS & CONDITIONS



Cawarral Boarding Kennels will take the utmost care of your animal(s) whilst boarding with us. We strive to provide a low stress, safe and enjoyable boarding experience for your animals whilst in our care. We provide clean, secure accommodation; ensuring as far as possible the health, safety and wellbeing of your pets in our care.

1. GENERAL ADMISSION POLICY

It is the responsibility of the owner to inform Cawarral Boarding Kennels of any antisocial tendencies of the boarder and any pre-existing conditions the animals may have. All dogs must enter with collars and leads and cats in cat carry crate or similar. We accept no liability for damage or loss caused by unrestrained pets. Payment is due before or at the time of pick up. This can be done via CASH or direct deposit.

2. CANCELLATION AND REFUND POLICY – PEAK PERIOD

This policy only applies for bookings made over any QLD school holiday period.

Cancelling with 2wks or over notice – NO FEE

Cancelling with less than 2wks notice - Loss of 20% deposit

If you decide to end your holiday early and return early no refund will be given on the remaining balance of your booking

1. OUT OF HOURS CHECK IN/ OUT + NO SHOW

A \$50.00 fee applies to all cancellations with less than 24hrs notice. If you fail to collect or drop off your animal before our afternoon closing time and fail to give us notice, a “out of hours collection” a fee of \$50.00 will be charged.

2. VACCINATIONS

All animals must have a minimum vaccination of Cats F3 and dogs with C5 prior to boarding. This must be administered at least 2 weeks prior if they are overdue or have never been vaccinated before. documentary proof is required. We reserve the right to deny admission to any animal(s) that appears to be in ill health with symptoms or signs of illness. Any animal(s) that we deem to be a threat to any person or other animal(s) will also be refused entry.

3. FOOD AND MEDICATION

All food supplied by owners must be clearly marked with the animal(s) name and the family surname. This is supplied at the owner's expense. We require any instruction for administration of medication to be in writing and our staff will follow those instructions as closely as possible. All medication is to be clearly labelled with prescribed dosage.

4. INCIDENTS, INDEMNITY AND VETERINARY TREATMENT

We will contact the owners immediately if there are any incidents or concerns that may arise whilst your animal(s) are in our care. If your pet requires veterinary treatment, it will be at the pet owner's expense. In the case where the owner or the emergency contact cannot be contacted before treatment, the course of treatment shall be at the sole discretion of the attending Veterinarian.

