



Samford Pet Resort  
 64 Beresford Drive  
 Samford QLD 4520  
 ABN 15 010 067  
 295

Phone: (07) 3289 1600  
 Fax: (07) 3289 1608  
 Website:  
 www.samfordpetresort.com.au

Mr/Mrs/Miss \_\_\_\_\_  
 \_\_\_\_\_,  
 \_\_\_\_\_,  
 \_\_\_\_\_

Phone 1: \_\_\_\_\_  
 Phone 2: \_\_\_\_\_  
 Contact: \_\_\_\_\_  
 email: \_\_\_\_\_

Order: # \_\_\_\_\_  
 Total: \_\_\_\_\_  
 Paid: \_\_\_\_\_  
 Due: \_\_\_\_\_

(pet name) \_\_\_\_\_, a (pets Breed and age) \_\_\_\_\_, will be enjoying a holiday at Samford Pet Resort (SPR). She/he will be delivered to SPR on (arrival date) \_\_\_\_\_ and collected from SPR on (Departure date) \_\_\_\_\_. We expect \_\_\_\_\_ to stay in D \_\_\_\_\_. Order # \_\_\_\_\_ details the service and charges she/he will receive during her stay.

### TERMS AND CONDITIONS OF BOARDING - SAMFORD PET RESORT

Please provide contact details for yourself or whomever would be the next best contact while you are away this stay.

**Enter contact details here:**

\_\_\_\_\_

The terms and conditions set out below constitute the agreement between Samford Pet Resort (SPR) and the Customer Mr/Mrs/Miss \_\_\_\_\_ in relation to the provision by SPR for boarding and other pet care services to the Customer Mr/Mrs/Miss \_\_\_\_\_ and the Pet \_\_\_\_\_.

**Boarding Period and Costs**

The Customer Mr/Mrs/Miss \_\_\_\_\_ will incur costs of boarding and any other services provided for each day (or part thereof) of the Boarding Period specified above, regardless of whether the Pet arrives late or departs early.

The costs of current boarding and other services are detailed on our website [www.samfordpetresort.com.au/pricing/](http://www.samfordpetresort.com.au/pricing/).

In order to confirm the booking, a non-refundable booking fee of 40% of the total boarding fees must be paid within 7 days of the date of the booking being made. Unless and until this non-refundable booking fee is paid, the booking is not confirmed.

All remaining costs will be paid on the Arrival Date with any additional costs incurred during the Boarding Period to be paid by the Customer upon collection of the Pet on the Departure Date.

**General Conditions**

1. The Customer Mr/Mrs/Miss \_\_\_\_\_ is the registered owner or the authorised agent of the registered owner of the Pet \_\_\_\_\_.
2. The Customer Mr/Mrs/Miss \_\_\_\_\_ acknowledges that all boarding fees and charges are subject to change without notice.

3. The prices provided at the time of booking are an estimate only, and there may be an increase between the booking date and the Arrival Date of between \$0.50 and \$1.50 per Pet per day. Boarding fee increases are necessitated by annual CPI increases, which increase SPR's operating costs.
4. All boarding fees are charged on a per calendar day basis and the Customer Mr/Mrs/Miss \_\_\_\_\_ will be charged for the entire Boarding Period regardless of late arrival or early departure.
5. Normal and group rates for dog Guest Kennels are based on shared accommodation. Deluxe and resort suits are based on Solo unless from the same family.
6. All boarding for the cattery is solo boarding accommodation unless from the same family, and solo boarding fees apply.
7. **For security purposes we require the drivers licence number or ID of the person signing this boarding contract: .....**

### **Arrival**

8. The Pet \_\_\_\_\_ will be inspected by SPR personnel on the arrival date. A photograph may be taken of the Pet, and the Pet may be weighed.
9. If the Pet \_\_\_\_\_ is dirty, has fleas or requires basic grooming, SPR will advise the Customer Mr/Mrs/Miss \_\_\_\_\_ where possible (and practicable) and rectify the issue/s. Charges may apply and may be incurred without notice.
10. SPR reserves the right to refuse admission to any Pet without notice or explanation.
11. The Pet must be dropped off within the advertised operating hours of SPR or its appointed agents. Allowing the drop off of a Pet outside of these hours will be at the discretion of SPR personnel and additional charges will apply.

### **Conditions of Boarding**

12. The Customer Mr/Mrs/Miss \_\_\_\_\_ is responsible for and agrees to pay all charges incurred during the Boarding Period including but not limited to costs associated with special dietary, medical, veterinary or other additional (requested or required) services.
13. Entire female Pets are not permitted to remain at SPR should they become on heat during their boarding. If an entire female Pet is determined to be on heat, the Customer Mr/Mrs/Miss \_\_\_\_\_ must immediately:
  - a. Arrange with SPR to move the Pet to solo boarding, accepting the relevant increase in boarding fees for the remainder of the Boarding Period (subject to availability); or
  - b. Collect the Pet from SPR and make alternate boarding arrangements at the Customer's own cost.
14. Where an entire female Pet is removed from SPR as a result of being on heat, no refund or credit for boarding fees paid will be provided.
15. The Customer Mr/Mrs/Miss \_\_\_\_\_ acknowledges and agrees that under no circumstances will SPR personnel, its agents or representatives be held responsible or liable for:
  - a. The loss or destruction of the Pet's personal items, including but not limited to, toys, bedding and collars;
  - b. Any injury, impairment, disability, ill health, sickness, damage to or death of the Pet caused by or as a result of and not limited to:
    - i. Paralysis tick, fleas, canine influenza, cat flu or any other illness;
    - ii. Social interaction with other animals, including but not limited to group activities, scheduled play time and/or exercise; or
    - iii. Transportation of the Pet in any SPR vehicle for any reason whatsoever;
    - iv. Injury caused by the pet to its self by no fault of SPR not limited to climbing, chewing on gates and jumping. This includes the misuse of facilities beyond intended use.

during the Boarding Period.

16. The Customer Mr/Mrs/Miss \_\_\_\_\_ remains responsible for the behaviour of the Pet \_\_\_\_\_ during the Boarding Period, and will be liable to compensate for:
- Any damage, loss or destruction caused by the Pet to SPR property, and
  - Any injury, impairment, disability, ill health, sickness, damage or death caused by the Pet to any other animal or member of SPR staff.
17. The Customer Mr/Mrs/Miss \_\_\_\_\_ agrees that if the Pet \_\_\_\_\_ is not collected (and any additional charges incurred during the Boarding Period paid) within 7 days of the Departure Date, ownership of the Pet will transfer to SPR and SPR will have the right to sell, re-home or surrender the Pet privately or to an animal welfare or other organisation.

### **Solo or Suite Boarding**

18. Backyard areas attached to suites are closed off in the evening. The Pet must be familiar with indoor living, must be house trained, and cats must be trained to use a litter tray when external access is unavailable.
19. In the event the Pet is housed in accommodation that does not have an outdoor area attached, SPR staff will ensure the Pet is taken into a private play yard up to three times per day (NOTE: Play yard may be inaccessible on certain days due to use of air conditioning).
20. A maximum of two pets belonging to the same family will be housed together in solo/suite accommodation (potentially three very small pets, however this will be at SPR's discretion).
21. SPR reserves the right to move the Pet to social boarding if this is deemed necessary. SPR may, for example, decide that the Pet would be better suited in a different type of accommodation. Solo/suite Boarding fees will continue to apply for the remainder of the Boarding Period.
22. Pets are allocated to rooms according to size, however they may be moved at any time. SPR does not guarantee that the Pet will stay in any particular suite for the entire boarding period.
23. We cannot guarantee a room for which your pet will be staying in. Rooms cannot be held or reserved, however rooms may be requested and if available we will try to book your pet into this room. Pets may be moved into another room during the stay at the discretion of the resort.
24. The Customer Mr/Mrs/Miss \_\_\_\_\_ acknowledges and accepts that if the Pet damages furniture, bedding or any part of the suite, the Customer may be charged for any damage incurred.
- If any such damage occurs, the Pet may be moved into social boarding. The Customer Mr/Mrs/Miss \_\_\_\_\_ will not be entitled to a credit or price adjustment, and solo/suite Boarding Fees will continue to apply for the remainder of the Boarding Period.
- In the event the new Boarding Fees are higher, the Customer Mr/Mrs/Miss \_\_\_\_\_ will be required to pay the difference for the remainder of the Boarding Period.

### **Departure**

25. Where possible, dogs will be provided with a complimentary bath one day prior to the Departure Date.
26. The Pet must be collected during the advertised operating hours of SPR or its appointed agents. Allowing the collection of a Pet outside of these hours will be at the discretion of SPR and additional charges may apply.
27. Any and all additional charges incurred during the Boarding Period must be paid by the Customer Mr/Mrs/Miss \_\_\_\_\_ prior the Pet's departure from SPR.

### **Early Departure**

28. The Customer Mr/Mrs/Miss \_\_\_\_\_ acknowledges and accepts that they must provide SPR with 24 hours notice of an intention to collect the Pet prior to the Departure Date in order for departure procedures to be completed.
29. The Customer Mr/Mrs/Miss \_\_\_\_\_ acknowledges and accepts that it may not be possible to bath the Pet prior to an early departure, and accepts that no refund or credit will be provided in the event that this complimentary service cannot be performed.

30. Further to paragraph 4 above, the Customer acknowledges and accepts that no refund or credit will be provided in the event of an early departure.
31. The Customer Mr/Mrs/Miss \_\_\_\_\_ acknowledges and accepts that no refund or credit will be provided in the event the pet does not receive a complimentary hydrobath as a result of an early departure.

### Health of the Pet

32. The Customer Mr/Mrs/Miss \_\_\_\_\_ acknowledges and agrees that if the Pet \_\_\_\_\_ has an injury or illness, necessary treatment will be administered by a veterinarian or SPR personnel. If possible and practicable, the Customer will be contacted prior to the treatment being administered.
33. The Customer Mr/Mrs/Miss \_\_\_\_\_ acknowledges and agrees that SPR is not responsible for the condition of the Pet's coat during the boarding period. The Customer Mr/Mrs/Miss \_\_\_\_\_ accepts that staining may occur to the Pet's coat due to the fact that SPR utilises tank water.
34. External grooming services are available for an additional charge and will be provided to the Pet if SPR personnel are of the view that there is an issue that requires attention.
35. **SPR recommends that pets receive a maintenance groom during their stay. Would you like a groomer to contact you to provide a quote? YES**
36. In the event it is not possible or practicable to contact the Customer Mr/Mrs/Miss \_\_\_\_\_ prior to veterinary, grooming or other treatment being administered (due, for example, to the urgent nature of the treatment required), the Customer Mr/Mrs/Miss \_\_\_\_\_ agrees that the decision of SPR personnel and/or a veterinarian in relation to the necessity of the treatment is final and in the Pet's best interests.
37. The Customer Mr/Mrs/Miss \_\_\_\_\_ will be responsible for any additional charges incurred for treatment of any injury, illness or grooming issue.
38. The Customer Mr/Mrs/Miss \_\_\_\_\_ warrants that:
- The Pet's vaccinations are up to date (minimum C5 for dogs and minimum F3 for cats) and will remain up to date until the Departure Date;
  - You warrant that your pet has been treated with flea and tick prevention (e.g. Frontline or Advantix) in the last 14 days: YES NO** Flea & Tick Prevention Date applied: \_\_\_\_\_  
(It is the owners responsibility to make sure their pet has treatment before entry in to the pet resort. By selecting 'no' the owner declines tick treatment)
- NOTES: \_\_\_\_\_
- Mr/Mrs/Miss \_\_\_\_\_ has advised SPR of any illnesses or injuries suffered by the Pet as at the Arrival Date, including but not limited to HIV, kidney disease and cat flu (DETAILS: \_\_\_\_\_)
  - SPR do our best to check pets regularly for ticks or any ailments but cannot guarantee finding these issues until the pet shows signs of ill health. Mr/Mrs/Miss \_\_\_\_\_ agrees that SPR cannot be held responsible in such situations.
39. The Customer Mr/Mrs/Miss \_\_\_\_\_ is aware and accepts that the canine cough vaccine does not provide complete protection, and that a pet's risk of contracting this condition increases in a social environment such as that offered by SPR.
40. If the Pet \_\_\_\_\_ has not been treated for fleas and/or ticks prior to the Arrival Date, or does not have sufficient treatment to cover the Pet until the Departure Date, SPR may treat the Pet with Advantix or Frontline and pass the cost on to the customer Mr/Mrs/Miss \_\_\_\_\_ to pay on pick up.
41. If the Pet \_\_\_\_\_ requires re-application of flea and/or tick treatment during the boarding period, it is the Customer's responsibility to provide SPR with a course of treatment. In the event that this is not provided the charges outlined in paragraph 37 will apply. If SPR personnel are required to apply a course of treatment provided by the Customer Mr/Mrs/Miss \_\_\_\_\_ during the Boarding Period, a medication application charge will be applied.

42. It is the Customer's responsibility to provide to SPR all medications required to be administered to the Pet during the boarding period. Medications must be in their original packaging with an instruction label from the Pet's veterinarian. Each administration of medication during ordinary operating hours will incur a charge. Variable charges will apply if medication is required to be administered after hours.

**Veterinary Treatment**

- 41. The Customer Mr/Mrs/Miss \_\_\_\_\_ authorises SPR to provide personal information relating to the Customer and Pet to a veterinarian for the purposes of treating the Pet \_\_\_\_\_.
- 42. Any expenses incurred for necessary veterinary treatment will be paid in the first instance by SPR.
- 43. The Customer Mr/Mrs/Miss \_\_\_\_\_ will reimburse SPR for the cost of any and all veterinary treatment upon provision of an invoice from the veterinary surgery noting the Customer's name, the Pet's name and the details of treatment provided.
- 44. Veterinary treatment costs must be paid by the Customer Mr/Mrs/Miss \_\_\_\_\_ prior to the departure of the Pet from SPR. In the event that these costs are not paid, then the provisions of paragraph 17 will apply.

**Miscellaneous**

- 45. The Customer Mr/Mrs/Miss \_\_\_\_\_ authorises SPR to capture and utilise photographs of the Pet \_\_\_\_\_ for record keeping and marketing purposes.
- 46. Mr/Mrs/Miss \_\_\_\_\_ accepts that although we do allow you to settle in your pet/s to our luxury and villa accommodation only, we do recommend and prefer that you say your goodbyes at the office. On pick up we do not permit owners in to the accommodation for the safety of staff and your pet/s, and to allow staff to complete the checkout procedures. Mr/Mrs/Miss \_\_\_\_\_ accepts & acknowledges due to WHS we do not permit public into the Guest Rooms or Resort Rooms, this includes to settle pets in or pick up.
- 47. The Customer Mr/Mrs/Miss \_\_\_\_\_ agrees that in the event they are unhappy with the service offered by SPR, any concerns will be addressed with SPR directly and not posted on social media.
- 48. I, Mr/Mrs/Miss \_\_\_\_\_ confirm that I am the legal owner of \_\_\_\_\_ or I am the authorised agent of the legal owner and have authority to enter into this contract on behalf of the owner.

By signing this Agreement the Customer Mr/Mrs/Miss \_\_\_\_\_ accepts the terms and conditions of boarding and warrants that the information provided is true and correct.

**YES I Mr/Mrs/Miss \_\_\_\_\_ agree to be bound by the terms and conditions contained in this agreement.**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
\_\_\_\_\_  
(On behalf of Mr/Mrs/Miss \_\_\_\_\_)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
\_\_\_\_\_  
(On behalf of SPR)

For SPR use only: Entered by \_\_\_\_\_, checked by \_\_\_\_\_, Amt paid today \$ \_\_\_\_\_  
Cash/CC/Chq/DC

