**Doggy Day-care Policy**

The following policy has been written up for the Doggy Day-care situated in Dogs 4 Eve and Meg Salon at Shop 4 163-165 Magill Road Maylands 5069.

To book in at the Doggy Day-care the following terms and conditions must be adhered to:

1. All new day-care dogs¹ must adhere to a 2-hour initial appointment in which they will be assessed for their suitability within the environment of the day-care. This is to ensure that we not only cater to your dogs needs but to make sure they are not unhappy and stressed in any way. If they do not show any signs of aggression, stress or general behavioural issues, they will be allowed to rebook an appointment with the owners decided time frame².
2. All dogs over 6 months old must be desexed to attend. If your dog cannot be desexed due to extenuating circumstances please talk to us and we may be able to have them in the dog salon with us as a socialisation exception. A desexing certificate is needed for the first time.
3. All dogs must be vaccinated (so no puppies under 15 weeks³). A recent certificate must be given to us and updated yearly. If you don’t vaccinate but do the Titre test instead, again a recent certificate that is updated yearly is required. All dogs must have a Canine Kennel Cough vaccine certificate with no exemptions allowed.
4. When booking your pooch in for a certain time period, please make sure that you are not late to drop off or pick-up. We may have dogs that are meant to be booked in after your appointment so please make sure you are on time. If you are late to drop off you will not be able to extend your time if we have other bookings. If you are late to pick-up your dog then a late fee will be charged.
5. The opening hours of the Doggy Day-care is 8am to 5pm Tuesday to Friday\* and 8am to 5pm the first Saturdays\* of the month. If you are booked in for 5pm pickup please make sure you are on time otherwise a late fee will be charged.
6. If you are late to pick-up your dog, a fee of $10 per 15 minutes will be charged. If you were booked in for a half day and you are an hour or more late you will be charged for a full day plus any late fee if you go into after-hours.\*\*
7. When you book into the day-care you automatically indemnify any and all liability in the case of dog bites. We will do our utmost to ensure that this does not happen but we do realise that dogs play with their mouths and sometimes dogs (puppies in particular) may become overzealous or overwhelmed and snap. In these situations, first aid will be provided and removal into a quiet space will occur.

¹ An exemption to the 2-hour day-care trial is allowed if the dog has been regularly coming to the salon for grooming. We are able to assess the dogs’ interactions in the salon and decide whether they would be suitable for day-care accordingly.

² If your dog is not suitable to doggy day-care after the 2-hour trial, no fee will be charged.

\* Sometimes we may be closed due to illness, maintenance, Public Holidays etc so if you are booked in we will ring and reorganise a time with you.

\*\* If an accident or emergency has occurred, please call us before your pickup time so that we can organise an alternative solution and to avoid a late fee.