

# RSPCA Qld Pet Boarding

## Terms and Conditions

The following terms and conditions apply to the provision of pet boarding and related services by RSPCA Queensland Limited (“RSPCA QLD”, “We”, “Us” or “Our”) to you (“Pet Owner”, “You” or “Your”). By making a booking with our pet Boarding facility, you will be deemed to have accepted these Terms and Conditions. Amendments to these Terms and Conditions must be agreed in writing by Us.

### 1. Disclosure

When making your booking, you must disclose for each pet being boarded any previous or existing medical conditions and/or unusual behaviours, such as aggression, anxiety, or timidity, that may have an impact on how RSPCA QLD staff and volunteers handle your pet.

### 2. Unsafe animal behaviour

RSPCA QLD has a duty of care under Workplace Health and Safety legislation to protect the safety and wellbeing of the staff and volunteers who may interact with your pet/s. Animals that display aggressive or other unsafe behaviours toward people or other animals are not eligible for accommodation at RSPCA QLD boarding facilities.

RSPCA QLD reserves the right to refuse entry or request early collection of animals that display unsafe behaviours while boarding at an RSPCA facility.

### 3. Pet identification

By law, all pet dogs and cats must be microchipped for identification purposes, and this is a mandatory requirement for animals boarding at RSPCA QLD facilities. If your pet is not microchipped prior to check-in, RSPCA QLD trained staff (if available) can administer and register a microchip for an additional fee. If no RSPCA QLD trained staff are available, you will need to arrange this separately.

It is a requirement of RSPCA QLD to hold a recent photograph of your pet on file. This assists with identification during the boarding period, and in the unlikely event that your pet escapes while in boarding accommodation. By confirming your booking, you consent to RSPCA QLD obtaining a photograph of your pet and storing the image on file.

### 4. Vaccination requirements

All pets boarded at an RSPCA Qld facility must have a CURRENT vaccination status; as a minimum, we require C5 (for dogs) and F3 (for cats). Proof of vaccination currency will be required at the time of booking, and RSPCA QLD will retain a copy of your proof on file. Vaccines MUST have been administered at least 14 days prior to the first day of boarding. For the safety of all animals at RSPCA QLD there will be no exception to this requirement.

**NOTE: Vaccine currency** varies between different vaccine manufacturers. For example, some vaccine manufacturers require adult animals to receive yearly boosters and others require boosters every three years. For some manufacturers, puppy and kitten vaccines are “current” after 10 weeks of age and for others after 16 weeks of age. The currency of your pet’s vaccination will be evident on its vaccine certificate.

### 5. Equipment requirements

At check-in, dogs must be wearing a suitable, appropriately fitted flat collar or harness for ease of handling and identification. If your dog does not have a flat collar or harness, one can be purchased at our reception.

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### 6. Veterinary treatment requirements

RSPCA QLD will always attempt to contact you or your nominated alternate contact prior to seeking urgent veterinary treatment. In the unlikely event that your pet becomes ill or injured, or displays symptoms of mental distress and requires urgent veterinary assessment or treatment while boarding, you agree to pay all of the associated costs. If you cannot be contacted, the veterinary surgeon in charge of the case will be instructed to act in the best interests of your animal.

- If you have nominated a preferred vet at the time of check in, and your nominated vet is within a 10km radius of the RSPCA QLD boarding facility, we will attempt to seek veterinary treatment from them, and you will be invoiced directly by them.

**NOTE:** a transport surcharge may be applicable in these circumstances.

- If you have not nominated a preferred vet the time of check in, or your preferred vet is unavailable, you agree to pre-approve payment of up to \$300AUD for veterinary care provided by an RSPCA QLD contracted veterinarian. Note that this cost may increase dependent on circumstances. All associated costs will be payable to RSPCA Qld when the animal is collected.

### 8. Owner provided medications

If you request medication administration, RSPCA QLD's staff will administer medications prescribed for your pet by a registered veterinarian. This service may incur an additional daily charge. Details must be discussed at or before check in.

Medication provided for administration **MUST** have the dosage instructions clearly labelled and be within the labelled expiry date.

### 9. Toys, belongings and food

Pet owners are welcome to bring clean bedding, toys and food (where reasonable) for their pet; if pet owners do not bring these items, they will be supplied by RSPCA Qld. Although due care will be taken with pet belongings, RSPCA QLD will **NOT** accept responsibility for damaged or lost items and has the right to refuse taking any items.

### 10. Disaster management and evacuation

In the event of an emergency situation that requires evacuation of personnel and animals from the boarding facility (e.g., fire, flood, cyclone), you consent to RSPCA QLD staff transporting and/or relocating your pet to a suitable location, which may include placement with staff, volunteers or foster carers that reduces risk to their welfare. You will be advised of any changes in this regard as soon as practicable.

### 12. Application, booking and fees

When an RSPCA Qld boarding facility confirms availability for a boarding application, the confirmation email/notification will include an estimate of costs based on the information provided in the application. **NOTE** that these costs may change in some circumstances, such as the requirement for urgent veterinary care. A breakdown of all applicable fees is available on request from the boarding facility.

As a general rule:

- Weekends and public holidays are charged at a higher rate than weekdays
- Minimum boarding periods apply from Easter Thursday to Easter Monday and from 24<sup>th</sup> December to 2<sup>nd</sup> January. Payment for the full term during these times will be required even if the animal is boarded for a shorter time.

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- Additional fees may be charged for administering prescribed medications.

For a booking application to be confirmed, a non-refundable deposit of \$30.00 is required. This fee is deducted from the balance owing at the time of check-in. If the total cost of boarding is less than \$30.00, the full boarding payment amount will be required for booking confirmation.

Check in and collection times will be discussed and confirmed at the time of booking.

### 13. Check in and payment terms

The balance of full payment for the entire booked boarding period for each animal is required at the time of check in and is non-refundable. Note that early checkouts or late check-ins are not eligible for a pro-rata or partial refund.

If the boarding animal does not arrive on the booked check in day and RSPCA Qld has not been notified to keep the booking open, the booking will be considered a no-show and cancelled.

Only you (the applicant) or your nominated alternate contacts will be approved to check in and pick up your pet/s. There will be no exceptions to this rule without prior consent from an authorised RSPCA QLD representative.

### 14. Cancellations and no shows

Bookings can be cancelled by phone or email without incurring a cancellation fee if RSPCA Qld receives notice of cancellation at least 48 hours prior to the agreed check in date. A cancellation fee of 20% of the total boarding fee will be charged for cancellations received less than 48 hours prior to the check-in date. No shows will be charged the full booking fee.

Please note that the deposit made at the time of booking will not be refunded, regardless of notice period.

### 15. Abandoned pets

If your animal is not collected on the due date, as agreed, you will be charged the applicable daily rate for accommodation and care until the animal is collected.

If your pet is not collected within seven (7) calendar days of the agreed collection date and no explanatory communication is received by RSPCA QLD from you or your nominated alternate contact, your pet will be considered abandoned.

If your pet is considered abandoned, it will be deemed you have agreed to surrender the animal and forfeit any ownership rights to it. As such, you acknowledge and agree that appropriate action will be taken to transfer the animal to an RSPCA QLD shelter for assessment and rehoming if suitable.