

# Prismatic Guinea Pigs – Uncollected Animal Policy

## 1. Purpose

This policy explains how Prismatic Guinea Pigs manages guinea pigs that are not collected at the agreed time, in line with the NSW Animal Welfare Code of Practice No. 5 for animal boarding establishments. It is designed to give owners a reasonable opportunity to collect their pets while ensuring that uncollected animals continue to receive appropriate care and are not neglected.

## 2. Scope

This policy applies to all guinea pigs boarded at Prismatic Guinea Pigs under the Boarding Terms and Conditions. It covers situations where a guinea pig(s) are not collected on the agreed departure date and the owner has not made alternative arrangements.

## 3. Owner Obligations

Owners must provide accurate contact details (phone, email, postal address) and at least one emergency contact when booking.

Owners must advise Prismatic Guinea Pigs as soon as possible if they will be late collecting their guinea pig(s) or need to extend the booking.

Daily boarding fees and any additional charges continue to accrue for each day the guinea pig(s) remain in care after the original pick-up date.

## 4. Reasonable Efforts to Contact the Owner

If the guinea pig(s) are not collected on the agreed pick-up date and no extension has been arranged:

- Prismatic Guinea Pigs will attempt to contact the owner using the details provided (phone, SMS and/or email).
- If the owner cannot be reached within a reasonable period, the business will attempt to contact the nominated emergency contact.
- All contact attempts (dates, times, method, outcome) will be recorded for future use.

These steps satisfy the requirement that owners be given a reasonable opportunity to collect boarded guinea pig(s) before the guinea pig(s) are treated as unclaimed.

## 5. Ongoing Care of Uncollected Animals

While in the care of Prismatic Guinea Pigs, uncollected guinea pig(s)'s will continue to receive appropriate food, water, housing, monitoring and veterinary care in line with the Prismatic Guinea Pig boarding Standard Operating Procedures (SOP) and the NSW Code.

Normal boarding fees and any agreed additional charges (for example, parasite treatment, medication, veterinary visits) continue to apply.

If the guinea pig(s) becomes ill or injured, veterinary care will be sought in accordance with the signed veterinary authorisation and the health-care section of the SOP, a copy can be found on the website <https://prismaticguineapigs.com.au/guinea-pig-boarding-sydney/>

## 6. Timeframe before an Animal is Treated as Unclaimed

If the owner and emergency contact cannot be contacted, or do not arrange collection, within 21 calendar days after the original pick-up date, the guinea pig(s) may be treated as unclaimed for the purpose of this policy.

This 21-day period is intended to give owners a reasonable opportunity to collect their guinea pig(s), consistent with the NSW Code's requirement for unclaimed animals.

## 7. Disposal or Rehoming of Unclaimed Guinea Pigs

Once a guinea pig(s) are treated as unclaimed (after the 21-day period and reasonable contact efforts) Prismatic Guinea Pigs may, at its discretion and acting in the guinea pig(s)'s best welfare interests,

- arrange for the guinea pig to be rehomed through Prismatic Guinea Pigs;
- placed with a reputable rescue or shelter;
- dealt with by another lawful means that prioritises the guinea pig(s)'s welfare.

**Euthanasia is not considered an acceptable method of disposal solely because a guinea pig(s) is uncollected; euthanasia will only be considered on veterinary welfare grounds, in line with the euthanasia section of the SOP and the NSW Code.**

## 8. Fees and Debts

All outstanding boarding fees and other charges up to the date the guinea pig(s) are rehomed or otherwise disposed of under this policy remain the responsibility of the owner and may be pursued as a civil debt.

Rehoming of the guinea pig(s) does not extinguish the owner's liability for fees incurred before the rehoming date.

## 9. Notification to Owners

The uncollected animal policy is summarised in the Boarding Terms and Conditions and referred to in the admission section of the SOP, so owners are made aware of it at admission.

By signing the Boarding Terms and Conditions, owners acknowledge that they understand and accept this policy.

## 10. Records

For each uncollected Guinea Pig(s), Prismatic Guinea Pigs will retain records of:

- admission details and signed Boarding Terms and Conditions;
- all contact attempts with the owner and emergency contact;
- veterinary treatment and daily care provided while uncollected;
- the date the guinea pig(s) was deemed unclaimed; and
- the method and date of rehoming or other lawful disposal.