PrismaticGuineaPigs

Boarding Terms and Conditions

Owner's Name: ……...

Home Address: ……..

……..

Email Address: ……...

Mobile: …… Alt Mobile: ……..……..

Pets Name: ……..…. Age: …… Colour: ……..…. Sex: ..…..

Pets Name: ……..…. Age: …… Colour: ……..…. Sex: ..…..

Pets Name: ……..…. Age: …… Colour: ……..…. Sex: ..…..

Pets Name: ……..…. Age: …… Colour: ……..…. Sex: ..…..

Emergency Contact: ..……..

..……..

Date Commencing: ……..… Date Pick up: ……..……

Date Commencing: ……..… Date Pick up: ……..……

Medication: ……..… Dosage: ……..……

Other Information: …..……..

……...……..

Please advise if you require any of the following items when picking up your pet: (tick the box)

$20	**Wash & Lice Treatment per pet**	☐	**$16**	**Timothy Hay Sticks box**	☐
$20	**Meadow Hay bag**	☐	**$18**	**Shavings**	☐
$25	**Pellet Mix**	☐	**$11**	**Alfalfa Bricks**	☐

I have read, understood and agree to all the terms and conditions contained on the reverse side of this document along with the policies and procedures contained on the website.

Customer Signature: …… Date: ……..……

PrismaticGuineaPigs

Boarding Terms and Conditions

1. Health All pets must be lice and mite free on arrival. If lice or mites are found, Prismatic Guinea Pigs will provide a wash and treatment at a fee of $15 per pet, which will be added to the final account. For animal welfare reasons, parasite treatment may be required as a condition of continuing boarding

2. General Admission and Infectious Disease We reserve the right to deny admission, or to require immediate veterinary assessment, for any pet that appears to be in ill health or to have symptoms or signs of an infectious or contagious disease. If illness or suspected infectious disease is identified after admission, your pet may be isolated and taken to a veterinarian at your expense to protect your pet, other animals and staff.

3. Rates and Cancellations Rates are charged on a per calendar day basis. A non-refundable deposit of 20% is payable at the time of booking to reserve your pet's place, with the remaining amount paid on drop off. If the booking is cancelled within 14 days of commencement the deposit will not be refunded. There are no refunds or credits for early pick up; the full period booked will be charged. All charges are subject to alteration without notice and include GST under ABN 78 908 038 347.

4. Veterinary Treatment and Emergencies If your pet requires veterinary treatment during boarding, it will be at your expense. Payment of veterinary treatment is due at the time of collection or return of the pet. You authorise Prismatic Guinea Pigs to seek veterinary treatment for your pet as reasonably required, including from our primary veterinary provider (Turramurra Veterinary Hospital) and, for emergencies, SASH – Specialist & 24/7 Emergency Vets – North Ryde, or another suitable veterinarian if needed. We will make reasonable efforts to contact you and your nominated emergency contact before major procedures, including surgery or euthanasia, except where delay would cause your pet unnecessary pain or suffering. Where you or your emergency contact cannot be contacted in a reasonable time and urgent treatment is recommended by a veterinarian, you authorise the veterinarian to proceed in your pet's best welfare interests. A fee of up to $50 per hour may apply for each veterinary visit to cover transport and staff time.

5. Payment A 20% deposit is due at time of booking, 80% is then paid upon delivery of the pet with any additional charges payable on pick up of the pet. Cash, credit card, eft-pos, direct credit and online payments are available, surcharge applies. All payments include GST under ABN 78 908 038 347.

6. Medication We require all instructions for administration of medication to be in writing and will follow those instructions as closely as possible. All medication must be clearly labelled with the pet's name and prescribed dosage. A fee of $5.00 per administration per pet may apply for the administration of medication. Critical care is charged up to $15 per feed, discussed prior to confirming boarding.

7. Incidents and Communication We will contact you as soon as reasonably practicable if there is any significant incident, injury, illness or concern that arises whilst your pet is in our care. If we cannot reach you, we will attempt to contact your nominated emergency contact and may seek veterinary advice where appropriate.

8. Uncollected Guinea Pigs If your pet is not collected on the agreed pick-up date and no extension has been arranged; normal boarding fees and any additional charges will continue to apply for each extra day your pet remains in our care. We will make reasonable attempts to contact you and your emergency contact using the contact details provided. If, after 21 calendar days from the original agreed pick-up date, we have been unable to arrange collection despite reasonable contact attempts, your pet may be treated as unclaimed. In that case, Prismatic Guinea Pigs may, at our discretion and acting in your pet's best welfare interests, arrange for your pet to be rehomed by Prismatic Guinea Pigs or placed with a reputable rescue or welfare organisation. Rehoming does not cancel any outstanding fees, which remain your responsibility and may be recovered as a civil debt. Our detailed Uncollected Animal Policy is available on our website.

9. Indemnity and Inherent Risks Prismatic Guinea Pigs will take the utmost care when boarding your pet and will provide clean, secure accommodation and appropriate food, water and care in line with the NSW Animal Welfare Code of Practice No. 5. However, boarding and animal care involve some inherent risks, including illness, injury or death that may arise from age, pre-existing conditions, stress, or factors outside our reasonable control. To the maximum extent permitted by law, Prismatic Guinea Pigs is not liable for injury, illness, loss or death of your pet except where caused by our failure to exercise reasonable care and skill or by our wilful misconduct. Nothing in these terms limits any rights you have under the Australian Consumer Law that cannot be excluded.

10. Acceptance of Terms and Conditions By signing this form, you confirm that you:

- are the legal owner of the pet(s) or are authorised to act on the owner's behalf;
- have provided accurate contact details and an emergency contact who is authorised to make decisions if you cannot be reached;
- have read, understood and agree to these Boarding Terms and Conditions, Standard Operating Procedures, Infectious Disease Policy and the Uncollected Animal Policy available on our website; and
- authorise Prismatic Guinea Pigs to act in accordance with these terms and with applicable animal welfare and consumer laws.

Terms and conditions and prices may change at any time. The version in force at the time of your booking will apply to that booking.