

CITY LICKERS TERMS & CONDITIONS

Welcome to City Lickers Dog Day Stay (ABN 50 465 523 860) ("City Lickers"). To ensure the health and safety of all, we require that you read and understand the following prior to enrolling your dog(s). Upon making a booking, you as the Owner, are deemed to have agreed to these Terms and Conditions.

City Lickers will exercise all due and responsible care in the handling of your dog and in keeping the centre properly enclosed and clean. All dogs are cared for without liability to City Lickers and its employees or agents for any loss or damage from disease, fire, theft, death, escape, injury, harm to persons, property or other dogs, or for any other unavoidable causes.

Opening Times: Monday to Friday 6:30 AM to 6:00 PM (Closed Public Holidays).

Bookings: Bookings are essential as we limit the number of dogs per day. Bookings can be made via our online booking service. We encourage Owners to book a month in advance to ensure you secure your dog's place. For short-notice bookings, please call us and we will do our best to accommodate you. If you are unable to keep your booking or will be late, please inform us ASAP. Cancellations with less than 24 hours' notice and no-shows will be charged full fees.

Payment and Rates Per Dog: Payments must be made via our website online booking system by way of Debit/Credit Card.

- One visit per week: \$65.00 per day (inc GST)
- Two visits per week: \$60.00 per day (inc GST)

What we Provide: Fresh drinking water will be available at all times. Designated shared play and rest areas are available in the centre and we provide plenty of group and one-on-one activities and games for your dog. City Lickers may use healthy treats to reinforce positive behaviours. If your dog has any food allergies, please advise us in advance. Off-site group walks are available during which your dog will be always kept on a lead.

What to Bring: Your dog must have a collar with an ID tag and always be on a lead when coming to and from the centre. No choker chains please as they may pose a hazard when playing with other dogs. There is no need to bring personal items like toys or bones as this is an open space environment and we cannot guarantee their exclusive use. We provide plenty of toys and enrichment activities.

Assessments: All dogs wishing to attend City Lickers must be assessed as suitable for a multi-dog environment. Assessments are available by appointment only. You must bring your dog to the appointment so we can assess their suitability for daycare and allow for your dog to become familiar with the environment before their trial day. Please note that we only accept well-socialised dogs.

Age: All dogs must be at least 4 months old prior to starting daycare. Puppies must have been at home for at least 2 weeks prior to their first daycare admission. Shelter and adopted

dogs must have been in their new home for at least 3 months prior to their first daycare admission.

Sex: All dogs over 10 months old must be neutered or spayed. Owners must provide official documentation as proof. Female dogs who come into season will not be able to attend daycare for the duration of their season (generally 2 – 3 weeks).

Behaviour: Owners must certify that their dog has not harmed or shown aggression or threatening behaviour towards any persons or other dogs. For the safety of others, Owners must be aware that if their dog is lead reactive on their way into or out of the centre, they may not be suitable for daycare.

Health & Vaccinations: All dogs must be in good health and free from any illness or condition that could potentially be transmitted to other dogs. All dogs must have up-to-date vaccinations, including up to date worm and flea prevention treatments. Upon admission, and thereafter annually, Owners must provide official documentation showing that their dog has a current C5 vaccination, including Canine Cough.

Medication: Please advise us in advance if your dog will require medication. All medications must be clearly labelled and include written instructions with your dog's name, type of medication, dosage, and frequency. We reserve the right to refuse a dog to daycare if they display signs of a communicable illness or are taking medication for the same. This ensures the general health and welfare of all dogs in our care.

Assumption of Risk: City Lickers is a multi-dog and open space environment, and you accept the inherent risks associated with such an environment such as transfer of communicable illness, scratches, broken nails, sore pads and any other accidental injuries. City Lickers carefully screens all dogs, but occasionally it is discovered that this environment is not suitable for every dog. City Lickers retains the discretion to temporarily or permanently remove your dog from daycare at any time.

Emergency: In the event your dog engages in a fight with another dog, City Lickers will make all reasonable efforts to separate dogs displaying aggressive behaviour and the Owner/s will be contacted to collect their dog/s. We will act in the best interests of your dog if he/she becomes injured or ill and we will contact you immediately in such an event. If you or your secondary contact cannot be reached within a reasonable time, City Lickers will administer first aid and/or seek any necessary veterinary attention for your dog and proceed with treatment, regardless of costs, which you must cover.

Social Media: City Lickers may use photographs or videos of your dog for use on their website and/or social media pages.

Liability and Indemnification: City Lickers is not responsible for any injuries or damage that may occur to your dog while they are in our care. You agree to indemnify and hold City Lickers and its employees or agents harmless from any and all claims of any kind and nature whatsoever, arising directly or indirectly, from your dog's participation in activities or use of service, including any legal claims and medical expenses.

Governing Law: These Terms and Conditions are governed by the laws of the State of Western Australia.

Changes to Terms and Conditions: City Lickers reserves the right to update these Terms and Conditions from time to time to reflect changes in our practices, or legal requirements. We will notify you of any changes by posting the revised Terms and Conditions on our website with the revised date.