



**Alameda Kennels & Cattery Limited, 271 Dyers Road, Bromley, Christchurch**

Terms and Conditions of Boarding

**Terms used in this agreement:**

**“Alameda”** means Alameda Kennels & Cattery Limited and its employees, shareholders, and directors.

**“Owner”** means the person signing this agreement or agreeing to these terms via online booking.

**“Pet”** means the owner’s cat(s) or dog(s).

**1. Vaccination and Health Requirements**

The Owner confirms that their Pet is fully vaccinated according to veterinarian requirements (e.g., F3 for cats, C5 for dogs). Vaccination records are required for all dogs and cats and must be provided upon request. Alameda reserves the right to refuse boarding any Pet that is unvaccinated, unwell, or poses a risk of exposing other Pets to illness.

**2. Veterinary Authority and Costs**

The Owner grants Alameda full authority to seek veterinary attention if deemed necessary by Alameda. Every effort will be made to contact the Owner first, but if contact cannot be made, Alameda may engage a veterinarian (preferably the Owner's vet) and administer prescribed treatment. All veterinary costs, plus a \$50.00 fee per visit for transport and time, and any additional charges for medication administration, are payable by the Owner upon check-out.

### 3. Disclosure of Pet Information

The Owner must provide all relevant information about their Pet's behaviour, special diets, allergies, or medication that may pose a risk to the Pet or others at the time of booking or prior to boarding if changes occur. Failure to disclose this information may result in cancellation of the booking at Alameda's sole discretion.

### 4. Risk Acknowledgment and Liability

The Owner acknowledges that boarding involves inherent risks, including injury, illness, escape, or death, despite Alameda and its employees providing the best care and attention possible. Alameda will take all practical measures to mitigate these risks but is not liable for any loss, damage, or costs resulting from such incidents.

## 5. Flea and Worm Treatment

All Pets must be treated for fleas and worms prior to boarding. If fleas or worms are detected, Alameda reserves the right to treat the Pet at the Owner's expense, with costs added to the final bill.

## 6. Booking, Payment, and Cancellation

- Bookings are confirmed only upon payment of a deposit (amount advised at booking). All boarding fees must be paid in full before or upon check-in.

- Daily charges apply from 7:00 AM on the day of arrival, regardless of drop-off time. Pick-up before 12:00 PM on the departure day incurs no charge for that day; pick-up after 12:00 PM is charged as a full day.

- Minimum boarding charge is 3 days outside peak periods and 7 days during peak periods (20 December to 10 January).

- Public holidays incur an additional \$7.00 charge per Pet, including morning pick-ups.

- The Owner must notify Alameda of any changes or cancellations at least 10 days in advance. Failure to do so results in the full original booking fee being charged. Early pick-up does not reduce the contracted fee.

- Deposits are non-refundable but may be credited toward a future booking if cancellation notice is given at least 10 days prior.

## 7. Uncollected Pets

If the Owner fails to collect their Pet by the agreed date, Alameda will attempt to contact the Owner. After 14 days of written notice (via provided contact details) with no response, Alameda reserves the right to rehome or otherwise dispose of the Pet in accordance with animal welfare guidelines. The Owner remains liable for all unpaid fees and charges.

#### 8. Special Services and Additional Costs

The Owner agrees to pay for any special services requested (e.g., grooming, special diets) and all veterinary or treatment costs incurred during the Pet's stay. Fees are as advised by Alameda and subject to change, with updates provided prior to boarding.

#### 9. Check-in and Check-out

- The Owner agrees to adhere to Alameda's operating hours:
  - Monday–Friday: 6:30 AM–12:00 PM, 1:00 PM–6:00 PM
  - Saturday–Sunday: 7:00 AM–12:00 PM, 1:00 PM–6:00 PM
- Any variation must be pre-arranged and may incur a \$20.00 surcharge.
- Alameda is closed to the public on Waitangi Day, Good Friday, Easter Monday, ANZAC Day, King's Birthday, Matariki, Labour Day, Christmas Day, Boxing Day, New Year's Day, and 2 January. Public holiday drop-offs or pick-ups (when pre-arranged) incur an additional \$7.00 per Pet.
- Pets will not be released until all fees are paid in full.

## 10. Owner Responsibilities

- The Owner must provide valid contact details (phone and email) for emergency communication.

- The Owner agrees to update Alameda on any changes to their Pet's health or behaviour prior to boarding.

## 11. Contract Validity and Updates

Once agreed (via signature or online acceptance), these terms apply to all future bookings. Alameda reserves the right to update these terms without notice, and Owners are encouraged to review them on each visit or via our website.

I understand and accept the above "Terms and Conditions of Boarding" for my Pet:

- For online bookings: By checking this box, I confirm I have read and agree to the terms above.