

I-PET GROOMING Pet Boarding

Terms and Conditions

Business Hours:

Monday to Sunday: 9:00 AM - 6:00 PM (Open 7 Days)

Pet Boarding Policy:

1. Vaccine Requirements and Deworming:

When arriving at the facility, pet owners must ensure that their pets are vaccinated and have undergone internal and external deworming. We take the dogs out for a 30-minute walk each day and allow them to interact and play with other boarding/daycare/grooming dogs in public areas, so deworming is essential.

A valid C5/C4 vaccination certificate for dogs or an F3 vaccination certificate for cats must be provided. Dogs and cats that cannot provide valid proof will not be accepted for services.

If your dog tends to eat things off the ground during walks, please inform us in advance. We will pay extra attention during the walks, or if a muzzle is needed for outings, please let us know beforehand

2. Health Conditions:

If your pet shows any symptoms (such as unusual fatigue, vomiting, or coughing), please inform us in advance and do not bring them into the facility to protect the health of other pets. During daycare or boarding, if your pet develops health issues and we are unable to contact you, we reserve the right to take them to a designated veterinarian for treatment, and all related costs will be the responsibility of the pet owner. If we can reach the owner during this time, we will care for the pet according to the owner's wishes, and any related costs or consequences will be the owner's responsibility. The facility assumes no liability.

3. Parasites or Skin Issues:

If your pet is found to have parasites or skin issues prior to boarding, we will be unable to provide boarding services and will require you to take your dog home immediately. Thank you for your understanding and cooperation; the deposit will not be refunded

4. Boarding Grooming:

A grooming session must be completed before boarding, and if the boarding exceeds two weeks, grooming must be done every two weeks to ensure the overall health and hygiene of the pet and to protect the health and hygiene of other pets in the facility. The associated costs will be the responsibility of the owner.

5. Health and Behavior:

Please inform us of any pre-existing health conditions or behavioral issues your dog may have. We do not assume responsibility for any injuries resulting from these health conditions. If a dog exhibits separation anxiety, uncontrollable barking, or is unable to remain calm in a crate, we reserve the right to refuse service and request the dog to leave immediately.

If your dog requires long-term medication, please inform us in advance and provide enough medication. If sufficient medication is not provided, the facility will take the dog to a designated veterinarian for treatment and medication, with all related costs being the owner's responsibility. Additionally, if a dog has severe long-term illnesses (such as seizures or epilepsy), the facility will refuse to provide services.

Furthermore, if there are any food allergies, please be sure to inform us in advance.

6. Aggressive Behavior Notification and Management:

If your dog exhibits aggressive behavior towards other dogs or humans, please inform us in advance. If your dog displays aggression towards other dogs or staff during boarding, you will be asked to pick up your dog immediately or to provide a separate space for your dog to be alone. If your dog poses a threat to staff, walking sessions will be canceled, and we reserve the right to refuse service.

The facility has the right to put a muzzle on dogs to prevent accidents. If a dog causes harm to staff or other dogs, the owner will be fully responsible.

7. Policy on Non-Neutered Dogs:

We do not accept unspayed females that are in heat or about to go into heat. If a female dog goes into heat during boarding, we will keep her in a diaper long-term and she will not be allowed to participate in group activities.

For unneutered males, if they exhibit marking behavior, we will put a diaper on them; if the dog urinates anywhere (and does not understand to use a pee pad), we will also put a diaper on them.

8. Risk Acceptance:

You accept all risks that may occur during normal daycare or boarding processes. We do not assume responsibility for any injuries resulting from these risks. If your dog exhibits excessive behaviors, such as scratching at doors, self-harm, or colliding with their crate during boarding, the owner will be fully responsible. We will use 24-hour CCTV footage as a reference. In the event of any emergencies outside of business hours, we will do our best to manage the situation. Each dog will have individual CCTV access for owners to check at any time; if the owner notices any issues, they can contact the facility immediately.

9. Cost Responsibility:

You are responsible for any medical expenses and damages caused by your dog.

10. Pet Dietary Needs:

Dog owners must provide food and treats to avoid gastrointestinal issues. If fresh food or raw meat is used for feeding, please inform us in advance; we can provide a refrigerator and microwave. Additionally, owners must provide a safe leash and muzzle (if needed) for outings.

11. Pet Accommodation Arrangements:

Outside of business hours, dogs will be housed in individual kennels. We will ensure they have enough food and water, 24-hour air conditioning, and provide individual CCTV to ensure the safety of the dogs.

12. Reservation and Deposit Policy:

A 50% deposit is required at the time of booking to secure your reservation. Boarding spots will only be confirmed upon receipt of the deposit. If you cancel or change your reservation with less than two weeks' notice, the deposit will not be refunded. If you are unable to successfully change your boarding dates, the deposit will also not be refunded. Other situations will be handled at the facility's discretion, and the facility reserves the right of final decision.

13. Acceptance of Terms:

By using our services, you confirm and accept all of the above terms and conditions.

I-Pet Grooming Pty Ltd reserves the right of final interpretation.