

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:

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.

2. Health Conditions:

If your pet shows any signs of illness (such as unusual tiredness, vomiting, or coughing), please inform us in advance and do not bring them to the facility to protect the health of other pets. During daycare or boarding, if your pet experiences 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 are able to reach you during this time, we will care for your pet according to your instructions, but any related costs or consequences will be your responsibility. The facility will not be held liable for any issues that arise.

3. Parasites or Skin Issues:

If we discover that your pet has parasites or skin issues before boarding, we will not be able to provide boarding services and will require you to take your pet home immediately. Thank you for your understanding and cooperation. The deposit will not be refunded in this case.

4. Boarding Grooming:

A grooming session must be completed before boarding to ensure your pet's overall health and hygiene, as well as to protect the health and hygiene of other pets in the facility. The associated costs will be the responsibility of the pet owner.

5. Health and Behavior:

Please inform us if your cat has any known health conditions or behavioral issues. We are not responsible for any injuries caused by these conditions. If your cat requires long-term medication, please inform us in advance and provide an adequate supply of medication. If sufficient medication is not provided, we will take your cat to a designated veterinarian for treatment and prescription, with all related costs to be borne by the owner. Additionally, if your cat has serious long-term health conditions (such as heart disease, diabetes, chronic kidney disease, respiratory issues like asthma, epilepsy, immune system diseases, etc.), we will not be able to provide services. If your cat has any food allergies, please be sure to inform us in advance.

6. Aggressive Behavior Notification and Management:

If your cat has aggressive behavior towards humans, please inform us in advance. If your cat exhibits aggression towards staff during the boarding period, you will be required to immediately pick up your cat, or we will provide a separate space for the cat to be isolated. If your cat causes harm to any staff member, the owner will be fully responsible for any related consequences.

7. Risk Acceptance:

You accept all risks that may occur during the normal daycare or boarding process. We are not responsible for any injuries resulting from these risks. If your cat exhibits aggressive behavior or other issues during the boarding period, the owner will be fully responsible. We will refer to 24-hour CCTV footage as a reference. In the event of any emergencies outside of business hours, we will do our best to handle the situation. Each cat will have its own dedicated CCTV for the owner to monitor 24/7. 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 cat.

10. Pet Dietary Needs:

Cat owners are required to provide food and treats for their pets to avoid any gastrointestinal issues. If your cat is fed fresh food or raw meat, please inform us in advance, and we can provide a refrigerator and microwave for storage and heating. Additionally, owners must bring their own litter and litter box for their cats to use during their stay.

11. Pet Accommodation Arrangements:

During both business and non-business hours, cats will be housed in individual cages. We will ensure they have access to sufficient food and water, 24-hour air conditioning, and provide dedicated CCTV monitoring to ensure their safety.

12. Reservation and Deposit Policy:

A 50% deposit is required at the time of booking to secure your reservation. The boarding spot will only be confirmed once the deposit is received. If you cancel or make changes less than two weeks before the scheduled boarding date, the deposit will not be refunded. If the boarding dates cannot be successfully changed, the deposit will also not be refunded. Other situations will be handled at the discretion of the facility, and we reserve the right to make the 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.