



CLUB K9 TASMANIA

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ABN 17 256 832 838

Terms and Conditions Club K9

This is an agreement between the owner of the dog that requires pet care services (the Owner) and Club K9 (CK9). For CK9 to provide care services to the Owner's dog (the dog), the Owner must agree to these Terms and Conditions.

1. The Owner acknowledges approval for CK9 and their staff to provide pre-booked services to their dog including Day Care, Grooming & Sleepovers.
2. All dogs must attend a Club K9 Centre for at least one half-day day care session, and be deemed suitable by a CK9 behaviourist before being considered a Club Member.
3. Dogs may only become Club Members upon approval by CK9. This may take a number of visits before CK9 is able to approve the dog for full membership. Some dogs may not be suitable for CK9 and while every effort will be made by CK9 to integrate the dog in to the centre, this may not always be possible and /or in the best interest of the dog.
4. The benefits of Club Membership are that Club Members may attend some days (that are announced on Facebook) without booking and may take advantage of multi-visit day care membership passes.
5. Some behaviours are not conducive to the CK9 day care environment. These include but are not limited to aggressive behaviours, mounting, constant barking and fence jumping. **We may be able to work* with some owners to get their dog to a level where we may accept them into CK9. *A fee of \$20 per ½ hour will be charged for extra work or \$40 per ½ hour if a qualified behaviourist / trainer is required. If not possible for CK9 to do the work, we may be able to recommend a private dog trainer.**
6. **CK9 does not accept entire male dogs over the age of 7 months or females on heat/ in season. If entire males, younger than 7 months old, display any undesired behaviour we may ask you to keep them at home until they have been de-sexed.**
7. **All dogs must arrive at the CK9 Centre on lead and wearing a well fitted collar (mandatory) +/- a walking harness. The dog will be required to wear a collar while with us for their visit.**
8. On arrival, please wait until a staff member is ready to take your dog and do not allow them to roam the shop, jump on staff or approach other customers.
9. Please ensure your dog/s do not urinate or defecate while in the shop. You may need to toilet them before you arrive to ensure this. If they start to toilet inside, please remove them from the shop as quickly as possible and inform staff of the accident. Payment for any stock damaged by your dog may be required.
10. **All dogs must have a current vaccination**, be wormed and treated for fleas. CK9 will need to see proof of current vaccination, either by a vaccination certificate or veterinary approved blood titre test result. We highly recommend a C5 vaccination for a dog to attend CK9.
11. All services must be pre-paid or paid for at the time of collection of the dog. CK9 does not provide accounts but does offer a direct debit service through FFA PaySmart for multi-visit membership passes only.
12. Please inform CK9 if another person will be collecting your dog from the Centre. You may also inform CK9 not to allow any other people to collect your dog.
13. CK9 reserves the right to cancel any Club Membership at any time, but will not do so without good reason and notice to the Owner.
14. **For pre-booked services, any cancellations made within 24 business hours of the scheduled service, or 'no shows' on the day of the booked service will be required to pay the full fee** of that



service, unless a veterinary medical certificate stating why the Club Member was unable to attend is provided to CK9.

Day Care

15. Club Membership packages (multi-visit membership passes) are available for all approved Club Members. Please see our pricing card or website for details of these packages.
16. Club Membership packages are valid for the stated length of time only and are non-refundable when paid for in full or via direct debit, or under any other circumstance.
17. Owners may apply for a refund on Membership packages under extreme circumstances, but CK9 reserves the right to approve or deny these applications as they see fit.
18. Club Membership packages may be purchased via a direct debit service using FFA Pysmart. These packages are purchased at the total cost of the pass plus any fees charged by FFA Pysmart and are paid off at intervals nominated by you. The use frequency of the pass has no bearing on the nominated pay frequency or total cost of the pass.
19. All Club Members visiting a CK9 Centre must be pre-booked by the Owner or risk being turned away if the Centre is at maximum capacity.
20. **CK9 centres open at 7.30am and close at 6.00pm sharp on weekdays and the Hobart RETAIL SHOP is open from 9am to 2.30pm on Saturdays (excluding Holiday Weekends). CK9 centres are closed on Public Holidays and Long Weekends.**
21. **All Club Members must be picked up by 6pm sharp** unless a late pickup has been approved and pre-paid. **A fee of \$2 per minute** or part thereof will be charged for any late pickups. Any repeat late offenders, late more than two times, will incur an increased fee of \$10 per minute thereafter. There are no exceptions to this rule.
22. CK9 does offer an hourly day care rate of \$15.00 per hour.
23. A Half-day of day care is any visit up to 5hrs from the time of drop off. A half-day of day care must be pre-scheduled as a half-day. Any dog staying over their scheduled half-day time will be charged at the full day rate or, have two half-day passes used from their Half-Day Membership Pass.
24. **Any Club Member showing suspected signs of Canine Cough or any other infectious disease will not be permitted on to the premises of CK9, and if noticed during the day by staff, will need to be immediately collected by the owner on notification by CK9.** The only exception will be if the Club Member has a veterinary medical certificate stating that the Club Member is not infectious.
25. **Day Care bookings may be made online via our booking website.** You will have received your login and password via email when you booked your dog's first visit with us. If you have lost this information, or not received it, and are an existing Club Member, please contact us and we will re-send the information.
26. The Owner must pay any veterinary or other expenses incurred if their Club Member needs veterinary attention while in our care. If the Owner's nominated veterinarian (if any) is not available or if the time required to obtain such services would endanger the Club Member, CK9 may use any such other services as may be available and considered appropriate. All practical efforts will be made to contact the Owner in the very unlikely event that this should be required before specialist attention is sought.
27. Food may be brought to the Centre for the Club Member but this is not encouraged. If the Club Member is required to eat throughout the day they will be separated from other Club Members while eating to prevent any altercations.
28. The Owner acknowledges that CK9 and their staff have, and will, take every reasonable precaution possible compatible with a Day Care Centre environment, to ensure the safety and health of the



Owner's dog. However, should an unlikely circumstance arise that results in the injury or loss of that dog, neither CK9 or their staff can be held responsible, no matter how caused.

Grooming

29. **All Club Members scheduled for grooming must stay for at least a six-hour period from 9am** (if they usually enjoy being groomed) or at least a full day (if they are not so good with grooming). We will break most grooming sessions up into stages so that your dog can enjoy a play and a rest between treatments and make the experience as enjoyable as possible.
30. The safety of your Club Member while being pampered and groomed is our main concern. If for some reason it becomes dangerous to continue a particular treatment with your Club Member we will get as many other treatments finished before your Club Member is collected but **will not compromise their safety to complete a treatment for any reason.**
31. The experience of your Club Member while being pampered and groomed is one of our main concerns. We aim to help your dog learn to love the grooming experience, from baths to nail clips, and will spend some time training dogs that are not comfortable. If your dog shows signs of fear, stress or avoidance while in our care we will make every effort to overcome this fear but **will not use any excessive force to finish their treatment.** If, by the end of the day, we have not been able to overcome your dog's fear we encourage you to book them in for another groom or treatment in the near future. While some dogs may take a few sessions to overcome their fear, most will come to enjoy the grooming process and will receive many treats and/or whatever they enjoy throughout the day while learning to enjoy every treatment.
32. If for some reason we have not been able to finish your Club Member's groom within the day due to their safety or emotional well-being, we will not provide a refund or credit on this service. Every effort will be made however to ensure that we provide the groom as close as possible to your requested groom. If your dog is matted or parasite infested, we may shave your dog. All practical efforts will be made to contact you (The Owner), using contact information provided to us on the day should this treatment be required, but this treatment may go ahead at the discretion of CK9 if The Owner cannot be contacted (in a timely fashion) on the details provided.
33. The 'grooming size' of your Club Member is determined not only by their actual weight but also factors such as coat thickness, coat condition and other coat features.
34. **CK9 does charge an extra fee for brushing out knots, dealing with fleas or any other unusual requirements.** All practical efforts will be made to contact you (The Owner), using contact information provided to us, if this is necessary.
35. CK9 practices the safest methods in grooming to try to ensure that accidents do not occur. However, in the unlikely event of an accident such as a clipped ear or a bleeding nail, CK9 will only be responsible for the initial veterinary bill and shall be indemnified after that point.



Sleep-overs

36. CK9 provide sleep-overs for approved Club Members in our luxury Centre at Kingston.
37. All potential sleep-over guests must have visited CK9 for, at least, one half-day of day care AND have successfully completed their sleep-over assessment at CK9's Kingston Centre before CK9 may deem them suitable for further sleep-over bookings.
38. Once your Club Member is approved for sleep-overs, they may be dropped off at either the Kingston or Hobart Centre (according to the times listed below) at the start of their pre-scheduled sleep-over.
39. All sleep-over guests must be dropped off before **2pm** at Kingston or **must arrive before 10:30am Monday-Friday at Hobart to be transported to Kingston by CK9** in our luxury dog van. Your Club Member may be taken back to the Hobart Centre in our luxury dog van at the end of their stay according to the times mentioned below.
40. All sleep-over guests must be dropped off at the Kingston Centre only for weekend and public holiday bookings.
41. All sleep-over guests must be collected between:

	Kingston		Hobart
Mon – Fri	7.30am – 6.00pm	Mon – Fri	3:00pm – 6.00pm
Sat/ Sun	9.00am – 6.00pm	Sat/ Sun	not available

Weekend, Public Holiday & Out of Hours Collections

from the Kingston Centre only between 9.00am – 6.00pm.

42. Pick up and drop off on weekends, public holidays and outside of CK9 business hours must be pre-arranged at the time of booking the Club Member's sleep-over.
43. If a Club Member is to be picked up on a Weekend, Public Holiday or outside of CK9 business hours, all fees must be pre-paid prior to the start of the sleep-over.
44. A full day of day care will be charged on the first day of the Club Member's stay regardless of the time they are dropped off.
45. On the day of departure, the fee structure will vary depending on the time of collection:
 - If the Club Member is collected by 9am Mon – Fri, or between 9.00-9.30am Sat/Sun/Public Holiday, a fee of \$20.00 will apply per dog for that morning.
 - If the Club Member is collected before 12pm, a half day fee will be charged.
 - If the Club Member is collected after 12pm on the day of departure, a full day fee will be charged.



46. All cancelled sleep-over bookings will incur a fee.

- The Owner acknowledges that a \$20.00 cancellation fee will be charged for any sleep-over booking cancelled with more than 48 business hours notice
 - The Owner acknowledges that a \$45.00 cancellation fee will be charged if a sleep-over booking is cancelled within 24-48 business hours of the scheduled sleep-over
 - The Owner acknowledges that a \$90.00 cancellation fee will be charged if a sleep-over booking is cancelled within 24 business hours of the first morning of their Club Member's stay.
47. If a Club Member does not show up for a scheduled sleep-over, the total cost of the sleep-over booking will be charged and invoiced to The Owner in addition to an administration fee of \$45.00.
48. Any deposit pre-paid for a sleep-over will come off the total account at the completion of the sleep-over.
49. The Owner acknowledges that all sleep-overs during Christmas/ New Year and Easter periods, and Holiday Weekends will be charged at the applicable holiday rate. Please ask to see our separate Christmas and Easter Terms & Conditions for more information about these stays as these are in addition to our standard Terms & Conditions.
50. A minimum booking of 5 days is required for all sleep-overs during the Christmas/ New Year period, and a minimum 4-day booking is required during the Easter period. A non-refundable deposit will be required to secure one of these sleep-over places.
51. All stays over a long weekend will be charged at the applicable holiday rate for the entire weekend including the public holiday.
52. The Owner must pay any veterinary or other expenses incurred during the period of their Club Member's stay with CK9. If the Owner's nominated veterinarian (if any) is not available, or if the time required to obtain such services may endanger the Club Member, CK9 may use any such other services as may be available and considered appropriate.
53. The Owner **must make appropriate arrangements with CK9 for the supply of food** for their Club Member, unless taking advantage of our food service where CK9 will provide all dry food for a daily fee. The Owner must make arrangements to supply any medication their Club Member may require during their sleep-over and provide clear instructions to CK9 for said medication.
54. The Owner must ensure that their Club Member/s are fully vaccinated, wormed and covered for flea control and **provide documentation of vaccination on arrival of their Club Member's stay (if not previously provided)**.
55. The Owner is responsible for any liability arising from any third party claims relating to their Club Member and must indemnify CK9 and their staff against any claim or loss sustained.
56. The Owner acknowledges that CK9 and their staff have, and will take, every precaution possible, compatible with a day care environment, to ensure the safety and health of their Club Member. However, should any circumstance arise that results in the loss or injury of that Club Member, neither CK9 or their staff can be held responsible, no matter how caused.



Please note that the Terms & Conditions of CK9 may change at any time without notice. CK9 will always try to inform you, The Owner, of any changes to the Terms & Conditions via the Club K9 Newsletter and will always have a current copy of our Terms & Conditions available on our website.

This agreement is made on theday of.....201.....

Between: Club K9 Hobart-Kingston "CK9"

And:

Full name of owner "The Owner"

Dog's Name "The Club Member"

Signed by The Owner:

_____ Owner's signature

Please Return:

In person to:

Club K9 Hobart or
128 Argyle Street
Hobart, TAS, 7000

Club K9 Kingston
30 Mertonvale Circuit
Kingston, TAS, 7050

Digital signature online

Email:

info@clubk9tas.com.au

(if using email, this agreement must be scanned to include a signature)