

HOUND & KEEPER

canine boarding and care

Terms and Conditions (full)

The terms and conditions set out below are obligatory for all dog owners intending to use the services provided by Hound & Keeper. This includes, but is not limited to, overnight or multi-night boarding, day care, dog adventures, dog training and dog walking.

1. All dogs must be fully vaccinated following New Zealand's standard vaccination protocols at least two weeks prior to boarding. Proof of vaccination is required at the time of booking. Failure to provide satisfactory proof may result in Hound & Keeper declining the booking request. Vaccinations against Kennel Cough (Bordetella), Distemper, Hepatitis and Parvovirus must be up to date on arrival and failure to maintain these vaccinations or provide evidence of them may result in cancellation of your booking. Please note, it is still possible to catch some diseases even if up to date with current vaccinations.
2. Please ensure your dog is up to date on flea and worming treatments. Dogs must not be wormed closer than 7 days prior to boarding. For long boarding stays, flea and worm treatments are available to purchase at additional costs.
3. We require that all dog owners, upon booking, provide Hound & Keeper with a local emergency contact person who is available to collect and care for the dog/s in the unlikely case of an emergency.
4. Due to the boutique nature of Hound & Keeper's services, there are limited spaces available for dogs to be in our care. If you submit a booking request, this does not mean your booking is confirmed until you receive a confirmation email that expressly says so.
5. Hound & Keeper offers trial days for boarding or day care. We encourage the use of this offer to ensure that Hound & Keeper is a good fit for your dog, and your dog is a good fit for us. We offer one free (1) trial day per dog at a maximum of five (5) hours in our care. Care exceeding this time period may be charged.
6. Hound & Keeper will not accept any bitch in season, or who is likely to come into season during their stay due to the increased risk of escaping, fighting, or mating.
7. Hound & Keeper will not accept any unneutered dogs due to the increased risk of escaping, fighting, and/or mating.
8. Hound & Keeper reserve the right to contact your emergency contact provided to arrange alternate boarding/care in the unlikely event that we feel your dog may possess conditions or behaviours that increase the overall safety risk of all dogs in our care.
9. For health reasons we will not accept any puppies under the age of 16 weeks, unless by prior approval.
10. If you fail to pick up your dog at the pre-arranged time, we will endeavour to contact you or your emergency contact. Additional charges may apply, including appropriate late fees after contact efforts have been made.
11. We reserve the right to make suitable arrangements for any pet left in our care for more than 48 hours following the pre-arranged date and time of collection/pick up. Additional charges will apply, including appropriate late fees.
12. If your dog needs veterinary attention, surgery or vet care, you authorise Hound & Keeper to arrange this and you agree to meet all of the associated costs. We will endeavour to utilise your nominated veterinary clinic, however we may be required to use another clinic where treatment is an emergency.
13. We have a 24-hour cancellation/change of date policy. We must have 24 hours' notice otherwise you will still be charged 50% of the booking fee.
14. Hound & Keeper may offer half-days for day care. A half-day service is charged per dog at a maximum of five (5) hours in our care. Care exceeding this time period will be charged for a full day of day care.
15. Hound & Keeper offers overnight homestays. A homestay is charged per dog, per twenty four (24) hours in our care. Care exceeding 24 hours will be charged an additional half day, or an additional full day, depending on the length of time. For example, for 32 hours of care we charge 1.5x the base service fee, or for 48 hours of care you will be charged 2x the base service fee, etc..

16. Hound & Keeper reserves the right to decline entry or continued stay to any dog that is or has shown signs of aggression towards people and/or other dogs. If aggression is shown during the stay we will contact your nominated emergency contact to make arrangements for the dog.
17. Dogs must demonstrate good behaviour while in our care. Examples of undesired behaviour include aggression, excessive barking, destructive behaviour, and attempting to escape. Dogs that exhibit these behaviours may have their stay discontinued and may be removed from Hound & Keeper's client list for their own safety and for the safety of other dogs in our care.
18. Hound & Keeper also reserves the right to decline services to any dog deemed too unwell to be in our care. In this case we would recommend contacting your local Veterinarian to discuss other boarding options. If your dog(s) become unwell during their stay, we will contact your nominated emergency contact/agent who will be able to make all decisions regarding your animal on your behalf, including authorising veterinary treatment(s).
19. While we will provide professional nursing care to sick or injured animals, and will do our best to maintain or improve the condition of your animal, we do not assume responsibility for the deterioration of any animal with pre-existing nursing conditions and accept no responsibility for illness, injury, death or loss of any animal for any reason whatsoever.
20. All charges are on a per day basis. Payment can be made via bank transfer or in cash prior to the service being completed. Change will be provided where necessary. A receipt of transaction will be provided. We do not offer credit or finance options.
21. For bookings made in advance during the Christmas/New Year's period (10th December - 10th January) payment must be made in full by the 15th of October. Bookings not paid by this date may be cancelled.
22. Failure to make payments owed to Hound & Keeper may result in additional or future bookings being cancelled without negotiation. We will endeavour to contact you to collect any outstanding balances.
23. Hound & Keeper reserves the right to refuse service to any client we choose. We also reserve the right to remove clients from our database/service list if they do not respect or support the values of Hound & Keeper.
24. We may take photos of your dog and post these images on Hound & Keeper social media pages, which can be publicly viewed. If you do not wish to have photos of your dog posted on Hound & Keeper social media pages, please express this to us before your booking.
25. Hound & Keeper must be informed if you or anyone in your household becomes unwell in the week prior to your dog's appointment. This is for COVID-19 Health and Safety regulations.

I, _____, agree that I have read, understood, and accept the Terms and Conditions outlined above.

Please sign here: _____ Date: ____/____/____

If you have any questions or concerns, please endeavour to contact Hound & Keeper via email.

A signed copy of these Terms and Conditions must be brought along with your dog(s) and their vaccination book(s) at the time of the appointment. Without accepting these Terms and Conditions, Hound & Keeper reserves the right to cancel or decline your booking.