



Upon entry to Beaches Pet Resort, each pet owner will be required sign the following terms and conditions. By signing this document, pet owners are agreeing to all terms outlined in these conditions of entry to Beaches Pet Resort. Pet owners should read the terms and conditions of boarding in full and enquire with staff any questions or concerns that may arise prior to admission of their pet at Beaches Pet Resort.

Beaches Pet Resort have the right to refuse admission of any animal to the resort without the requirement of an explanation.

Beaches Pet Resort cannot guarantee the allocation of a particular room. If requested Beaches Pet Resort will endeavour to book pets into a requested room.

If Beaches Pet Resort identifies behaviour problems of any animal residing in a cabin or resort room, the staff have the right to relocate that pet into the standard room. The price will be adjusted accordingly as per the housing requirements.

On admission to Beaches Pet Resort, all pets must be clean and not contain any parasites (fleas, ticks, worms). If Pets are not to this standard Beaches Pet Resort have the right to perform grooming services and apply parasite prevention at the owner's expense.

Beaches Pet Resort is not responsible for your pet's coat whilst boarding at the facility. This includes matting, knotting and odour. Pets boarding for 7 days or more will receive a complimentary Hydro-bath on departure. However, owners concerned with their pet's coat maintenance during their board should arrange with the resort for external/additional grooming service options for an additional charge.

All pet owners must provide sufficient emergency contact details to Beaches Pet Resort on admission. Beaches Pet Resort will not be responsible for any outcomes which result due to inability of Beaches Pet Resort to contact a pet owner or alternate contact successfully.

Pet owners are responsible for any permanent damage caused by their pet to any furniture, chattels or structures of Beaches Pet Resort or associated entities.

Pet owners authorise Beaches Pet Resort to take photos of their pet whilst they are boarding at the resort. Any photographs taken during this time remain the property of Beaches Pet Resort. Beaches Pet Resort are further authorised to use any photographs in their possession or control on social media, websites, marketing collateral and advertising materials and in any other way Beaches Pet Resort sees appropriate to promote their business.

Dogs and Beaches Pet Resort are constantly supervised during playtimes, but at times injury will be unavoidable. We will not be held liable to injury sustained by dogs from other dogs while in our care unless the result of direct negligence on the part of our staff.

Pet Owners are aware and agree that during peak times (Christmas/Easter/School Holidays) their pet will be placed in shared accommodation for the duration of their board.



### Vaccination and parasite prevention conditions

All pets boarding at Beaches Pet Resort must provide a current record of vaccination status  
Current vaccination status must be minimum;

**Dogs - C5 Vaccination (parvovirus, distemper, hepatitis, parainfluenza & canine cough)**

**Cats - F3 Vaccination (feline herpes virus, calcivirus and panleukopaenia virus)**

A current vaccination certificate must be provided prior to admission of your pet to Beaches Pet Resort showing that the vaccination was done within the preceding 12 months and that the due date for the next vaccination has not been passed. Vaccinations **MUST** be given a minimum of two weeks (14 days) prior to boarding, so that full immunization is gained before entry to Beaches Pet Resort. All puppies or kittens must have had their full course of vaccination and be 2 weeks after their 3rd and final vaccination before they can be accepted (generally they are about 18 weeks old). If vaccination has lapsed then these pets must undergo a vaccination program like that of an unvaccinated animal, i.e. 2 vaccinations (C5 or F3) a month apart. 2 weeks after the 2nd shot they are then able to board with us at Beaches Pet Resort.

*Note: If vaccination is overdue, but less than 30 days from due date, exceptions can be made at the Resort Managers discretion only if the follow is abided – (injectable vaccination, 14 day isolation period), (intranasal vaccination, 48hrs isolation period), (Oral vaccination, 24hr isolation period)*

Beaches Pet Resort require to know the FIV (feline immunodeficiency virus) status, if known, of a cat prior to admission to Beaches Pet Resort. Although not compulsory, we highly recommend all cats to be vaccinated for FIV if you cat attends the Outdoor Cat Retreat whilst boarding at Beaches Pet Resort.

All pets must be treated with adequate parasite prevention (flea, tick & worming). Proof of this must be provided prior to admission of a pet to Beaches Pet Resort.

### Veterinary Treatment Whilst Boarding at Beaches Pet Resort

All pets admitted to Beaches Pet Resort must be in good health

Should your pet require vet treatment during your pet's stay at our resort we will:

- Try to contact you on the contact numbers that you have left (it is your responsibility to leave us contact numbers)
- Should we be unable to contact you we will make the decision in the best interest for the pet acting with in the terms of the boarding contract.
- The pet will be taken to the vet of Beaches Pet Resort choice, unless specified and noted by the client on the to take to a specific vet.
- All vet bills will be required to be paid by the pet's owner as per the contract of boarding.
- Should your pet be taken to Beaches Pet Resort choice of vet a fee will be charged for transport and time spent at vet.
- Should you request to have your pet taken to a vet of your choice for treatment Beaches Pet Resort will charge a cost for transport.
- It is at the discretion for Beaches Pet Resort to have the vet come to the resort to treat the pet and vet travel is to be paid by their owner as per boarding contract.

## Beaches Pet Boarding – Terms and conditions



- Owners authorize Beaches Pet Resort staff to administer any required medication/treatment to their pet during their time of board where appropriate. (additional fees are applicable). If a boarding pet is aggressive towards Beaches Pet Resort staff, Beaches Pet Resort reserve the right to take the boarding pet to a veterinary facility at the owner's expense.
- Owners give full authority to Beaches Pet Resort to call a Veterinary Facility for any treatment, procedures or to gather/exchange information of their pet/s in the event of sickness, illness, accident, injury or any reason should the kennel deem necessary at the owner's expense and agree to pay all fees prior to the release from Beaches Pet Resort.

### **Booking Fees & Payments**

Boarding fees are calculated from 8:30am, irrespective of the time of arrival or departure, and do not include optional extras. **If Pet is departed before 8:30am** from Beaches Pet Resort, a new day will not be charged.

A \$25 booking fee is required at time of booking. A \$200.00 **NON-REFUNDABLE** booking fee will be required during the Christmas period. A \$50.00 **NON-REFUNDABLE** booking fee will be required during the Easter period. The booking is not secure until the booking fee is paid. A booking fee is required for all bookings and is deducted from the total due at the time of account settlement. Any refund of booking fees is determined at the discretion of Beaches Pet Resort; conditions apply – see *cancellation policy* below for more information (these conditions are not negotiable).

**Christmas payments must be paid in full by the 1<sup>st</sup> September.** All Christmas bookings at Beaches Pet Resort are required to be a minimum of 10 days when booking within the dates of 23<sup>rd</sup> December to 2<sup>nd</sup> January inclusive.

**Easter bookings must be paid in full by before the 1<sup>st</sup> March.** All Easter bookings at Beaches Pet Resort are required to be a minimum of 4 days when booking within the date ranges of Good Friday, through to Easter Monday.

Booking is an acceptance of our conditions of boarding, signed at time of admittance of pet. Should you wish to see the conditions prior to admittance please contact reception. It is the responsibility of the pet owner to ask in advance should you wish to see the conditions of boarding prior to admittance date and no refunds will be accepted should you not agree with the conditions at time of admittance.

**PLEASE NOTE:** There are no refunds or credits for early holiday returns or booking fees.

**All prices are subject to change without notice.** Please note that the prices we provide are an estimate of your booking and that there may be a price rise before your booking comes around. Any increase in your booking order will only be between 50c to 1.50 per day, per pet increase. Prices increase each year to keep up with CPI and our increasing costs.

All pet collections and drop-offs outside scheduled business hours will incur an additional fee.

All payments must be made in full to Beaches Pet Resort on admission of your pet

If at any time, payment is outstanding in excess of 7 days, Beaches reserve the right to hold the pet at the resort until payment has been made in full. For any reason payment is not made, the owner grants Beaches Pet Resort authorization to do any of the following (at managements discretion).

- (a) place the Owner's animal(s) in a pound;
- (b) place the Owner's animal(s) in an animal holding facility;
- (c) sell the Owner's animal(s); or
- (d) find a new owner for the Owner's animal(s).

**Please note: Public Holidays (including Christmas & Easter period) will incur a surcharge of \$3/pet/day.**

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**Beaches Pet Resort**

PH: (07) 4778 6633 | F: (07) 4778 6682 |

| A: Cnr Bruce Highway & Saunders Beach Rd, Yabulu, Townsville, QLD, 4818 |

W: [www.beachespetresort.com.au](http://www.beachespetresort.com.au) | E: [admin@beachespetresort.com.au](mailto:admin@beachespetresort.com.au)



**Cancellation Policy**

Upon any cancellations, any refunds/transfer of credit will be at the management’s discretion. Beaches Pet Resort will not provide a refund or credit for any early holiday/removal of pets from the facility prior to pre-arranged departure date.

**Discounts & Special Offers.**

Only one discount can be applied to any single order. No two offers can be used at the same time. Discounts are not a right but a gesture and Beaches Pet Resort reserves the right to not allow a discount on a booking at our own discretion. All discounts are a limited time offer and can finish at any time without warning. Discounts are not available over school holidays, public holidays or peak period.

If the owner does not collect their pet following agreed departure date, the Owner authorizes the Beaches Pet Resort to do any of the following (at management’s discretion).

- (a) place the Owner’s animal(s) in a pound;
- (b) place the Owner’s animal(s) in an animal holding facility;
- (c) sell the Owner’s animal(s); or
- (d) find a new owner for the Owner’s animal(s).