

TERMS & CONDITIONS

(We will email you a copy of the Terms and Conditions once we receive the signed form back)

Dog safety is our priority, so please make sure all dogs arrive and leave the facility on lead.

Hours and Payment Requirements

Urban Dogs usual hours of operation are 6.30 am – 6.30 pm Monday through Friday, Public holiday hours of operation may vary. Drop off and pick up any time during these hours. We have nap time between 11:30 am -1:30 pm so please try and let us know in advance if you are coming at these times so we can separate your dog ready for pick up so as not to disturb the rest of the pack.

Late fees will be charged for picks ups after closing hours (\$10 every 15 minutes), however if you are later than 7:00 pm your dog may be admitted into overnight care for which you will be charged, your dog can then be picked up from Urban Dogs the following day after 10:30 am (if this is a weekend pick up will be available on the Monday following at 10:30 am). Additional costs for this will be charged to the client. (Just give us a call in this instance to let us know where you are so we can help if possible)

All services are to be paid for in advance (we accept direct debit, cash, credit card or eftpos). Where a half day service has been requested, but you are late for pick up, you may be charged the full day rate. (As above, please call us in this instance to let us know where you are so we can help if possible)

Note: Concession cards expire – Rates information is on our website.

The security of your dog is very important to us therefore dogs will only be released to the owners or named contacts as listed on this form. We will not release to any other person unless prior arrangement has been made with us from the owners, ID may also be required from the person picking up the dog.

Where fees remain unpaid, these may be sent to collections, and as such you will be responsible for all collections and legal fees incurred by such actions taken.

Behaviour

You acknowledge that Urban Dogs reserves the right to refuse admittance to your dog at any time if problems arise from their behaviour, any behaviour deemed dangerous or inappropriate by Urban Dogs or its staff may result in dismissal of my dog(s) from the facility. Note, we will always work with you first in this instance, with training advice and solutions wherever possible.

Health and Emergency Procedures

Every dog reacts differently and animals, by nature, are unpredictable and, therefore, present a certain level of risk. By using our service, you acknowledge and understand that there are certain risks involved in participating in day care and that Urban Dogs or its staff will not be liable for any injuries or illnesses resulting during your dog's attendance. In the unlikely event that your dog is injured by another dog, you will not hold Urban Dogs or its staff responsible for the injury. If your dog injures another dog or person, you will be solely responsible for the injury. By using our services, you accept that you may be liable for any expenses occurred due to the actions of your dog including, but not limited to, medical expenses and damage to property.

In admitting your dog(s) into Urban Dogs, you understand that the facility has relied on your representation that your dog(s) is/are in good health, has/have not been ill with any communicable disease within the last 30 days and that your dog has been vaccinated as indicated by records presented. You also understand that it is your responsibility to provide on-going verification of current vaccinations. However, it is still possible for a dog to become ill, even if vaccinated. Urban Dogs reserves the right not to allow your dog into our facility if your dog looks sick, injured, or if we feel your dog requires professional medical care.

If any medical problems develop while your dog is in the care of Urban Dogs, you authorise Urban Dogs to do whatever they believe is necessary for the safety, health and well-being of my dog and you agree to pay all expenses incurred. If that happens, Urban Dogs will endeavour to contact you as soon as possible using the contact information you have provided.

Urban Dogs has an emergency evacuation plan in place. Urban Dogs staff are trained in Pet First aid including CPR. In the event of an emergency, every attempt will be made to contact the dog's owners and the Emergency Contacts listed on this form. If contact cannot be made, then we will act in a way that we feel is in the best interest of your dog which includes providing professional veterinary services.

Please understand that Urban Dogs staff give all dogs involved in any type of incident a cursory examination; however, Urban Dogs staff are not trained veterinarians and will not be liable for the location, treatment or diagnosis of any injuries incurred at Urban Dogs. You agree not to hold Urban Dogs or its staff liable for any decisions they make and you shall be responsible for all costs incurred with the care of your dog which includes, but is not limited to, emergency veterinary care.

If you refuse medical treatment for your Dog, Urban Dogs, at its sole discretion, may engage the services of a veterinarian and/or administer medicine to make your pet as comfortable as possible until picked up by you, and you hereby authorise us to provide any such service at your expense.

General

Dogs not regularly exposed to the level of activity at Urban Dogs may feel the discomfort of sore muscles, sore joints and fatigue. Dogs playing at dog day care can at times get dirty, especially dogs with longer fur, from the level of activity at day care. Excessively long toenails may cause injury, you will be notified if your dog's nails are too long. If the nails have not been trimmed by your dog's next visit, Urban Dogs will have them trimmed at your expense due to health and safety reasons.

In the unlikely event your dog is abandoned as defined by local Council law, we will make every attempt to contact the owners and emergency contacts and your listed veterinarian, we will also send a letter to the address given on this form before further action is taken. If your dog is not picked up within 7 days of the expected pick up date, your dog may be given up for adoption.

Photographs, videotape or digital recordings are taken of the facility, dogs, customers and staff on a regular basis for, among other things, use in advertising by Urban Dogs. You acknowledge that all such images (electronic, negatives and positives), together with prints and the copyrights therein, are the property of Urban Dogs. You give Urban Dogs and persons authorised by Urban Dogs your consent, permission and authorisation, without compensation, to use, reproduce and alter the images, in print or electronic format (including on the internet), either alone or in combination with other images, text and graphics. You waive your right to approve the finished photograph, advertising copy, print material or electronic files that may be used in conjunction with the images.

You agree that your dog is registered with the local Council and you will continue to keep the registrations up to date.

All relevant information regarding your dog's history has been disclosed to Urban Dogs, and you understand it is your responsibility to keep Urban Dogs informed of any changes to your dog's behaviour or health in the future.

You waive all claims against Urban Dogs and its employees and representatives, except those arising from negligence on the part of Urban Dogs. You also agree that Urban Dogs will not be liable for any consequential damages or damages beyond the replacement value of my dog.

These terms do not limit any liability of Urban Dogs under the Consumer Guarantees Act.

You confirm that you have read and understood the Rules and Regulations* and Pre-Play assessment information as published at www.urbandogs.co.nz and that Urban Dogs reserves the right to refuse entry at any time for any reason.

*Rules and Regulations are subject to change at any time without notification.

I (the owner) confirm to Urban Dogs that I am the legal owner of my dog and am at least 18 years of age and agree that all information provided is true and correct to the best of my knowledge.

I have read and agree to the terms above.

Signed by owner:

Date: