

K9 COUNTRY CLUB

Terms & Conditions



Section 1: Trial Period

- 1.1 All dogs enter K9 Country Club ("K9CC") on a "Trial Period". The Trial Period is usually 4 weeks in duration, but may be more or less, and is entirely at the discretion of the team of K9CC day-carers.
- 1.2 During the Trial Period, dogs must display no unreasonable barking, digging, attempts to leave the daycare property or signs of an aggressive nature. Behaviours of this nature may result in ejection from K9CC.
- 1.3 During the first 4 weeks of attendance, dogs may be required to arrive at K9CC by 0730, allowing the entire hour for introductions with the other dogs to occur.

Section 2: Ejection From K9CC

- 2.1 Dogs may be ejected from K9CC at any time should they display behaviours that do not support the safe, healthy environment K9CC has achieved.
- 2.2 All dogs must, with reasonable continuity, display and practice, respect for other dogs and staff.

Section 3: Drop-off/Pick-up Location

- 3.1 Customers must bring their dogs to/from K9CC's drop-off/pick-up locations on a secure lead/collar combination appropriate for day-care.
- 3.2 Owners and their representatives remain at their vehicles with their dog/s, and are not to approach or enter any K9CC vehicle at any time.
- 3.3 Only K9CC staff are to shift dogs in/out of K9CC vehicles.
- 3.4 Owners must advise anyone that may attend the K9CC drop-off/pick-up location, either with or on behalf of the customer, of all "Drop-off/Pick-up location" safety procedures.
- 3.5 No responsibility or liability is taken by K9CC for any injuries to humans ignoring the safety procedures outlined in this document.

Section 4: Vaccinations/Health

- 4.1 All dogs' vaccinations must be kept up to date/current at all times.
- 4.2 Original vaccination records must be sighted by a K9CC staff member prior to 730am on a dog's first day at K9CC. A copy/email will not suffice.
- 4.3 Although K9CC keeps reasonably strict vaccination records, the onus of vaccinations remains with owners.
- 4.4 If vaccinations expire to the point where the dog requires booster shots, this may result in a stand-down period of up to 12 weeks to ensure that the dog is fully vaccinated before re-establishing attendance. In this event, the dog may need to re-enter K9CC via the respective waiting list should the dog's position be filled by a new enquiry during its absence.
- 4.5 All K9CC dogs must undergo continual flea and worming treatments appropriate to the dog's age, breed and size.

Section 5: Veterinary Intervention

- 5.1 All dogs attend K9CC to learn appropriate behaviours for a domestic dog, including how to socialise and play, off-lead, in a safe, fully fenced area, under constant supervision. Although no aggression is tolerated, natural hierarchal behaviours practiced by positive senior dogs is supported by staff as this is vital for pack-stability. Occasionally, dogs gain scratches, marks and/or mild abrasions as a result of this "canine law".
- 5.2 The management of the behaviours discussed in Section 5.1 is at the discretion of K9CC staff.
- 5.3 Should a dog gain an injury possibly requiring immediate veterinarian treatment, a K9CC staff member will make reasonable attempts to communicate with the owner as immediately as practicable.
- 5.4 In the event of an injury to a dog requiring veterinary intervention, should attempts to contact the owner fail, K9CC staff may seek veterinary advice and take all necessary action, on the owner's behalf, in the best interests of the dog.
- 5.5 All veterinarian costs incurred are entirely the responsibility of the dog's owner.

Section 6: Attendance Frequency

- 6.1 For large-breed dogs, a minimum attendance of "two-days-per-week" is required at all times to keep dogs safe, and support a calm day-care environment.
- 6.2 K9CC day-care is unavailable on a casual basis.
- 6.3 Irregular or infrequent day-care attendance may result in the loss of the dog's position on their respective attendance register.
- 6.4 Owners must give a minimum of three weeks' notice before removing their dog from day-care.

Section 7: Environment Safety

- 7.1 At all times, K9CC's property will be kept to a safe and healthy standard.
- 7.2 By appointment, owners are welcome to view the day-care property, either inside or outside of business hours.
- 7.3 For the enjoyment of the dogs, K9CC may attend council-provided dog parks. Although all reasonable precautions are taken by K9CC staff, the public-use, cleanliness and maintenance of these parks is not under the control of K9CC and its staff.
- 7.4 Owners are supported to withdraw their dog from K9CC immediately, with no repercussions or additional costs, if they believe their dog is in danger or unhappy.

Section 8: Council Regulations

- 8.1 All dogs must hold current registration with their respective local council.
- 8.2 Owners must adhere to all requirements under any Responsible Animal Ownership, or Dog Control or Animal Owner Liability Acts, or any applicable guidelines, in place by their respective local council.

Section 9: Imagery Copyright

- 9.1 From time to time, images (both still and moving) of K9CC dog/s in the day-care environment may be emailed to owners to provide customers with visual updates of their dog/s/dogs' social growth and overall progress.
- 9.2 Any images captured by K9CC staff during business hours may be used by K9CC for marketing, promotional or other like purposes.
- 9.3 First names of dogs may be used to identify dogs in any communication.
- 9.4 All images taken are solely owned by K9CC.

Section 10: Day-care Payment & "Booking Fee"

- 10.1 Pre-payment of your dog/s/dogs' first day is payable to secure their start date and confirm their place in the K9CC shuttle van.
- 10.2 During the trial period, payment by cash is standard.
- 10.3 Electronic/automatic payment methods may be available/required, at the discretion of the K9CC director.
- 10.4 Payment is required on a weekly basis, unless otherwise approved by the K9CC director.
- 10.5 Similar to childcare, unless the dog is unable to attend due to a health issue, customers must pay for their dog/s' position/s in the shuttle van whether the dog attends or not.
- 10.6 Should a customer withdraw their dog from K9CC, payment in full must be made for all services rendered.

Section 11: Enforcement of K9CC Terms & Conditions

- 11.1 The enforcement of all Terms & Conditions, as per K9CC's "Terms & Conditions" document, are entirely at the discretion of K9CC management.

Section 12: Clarification of K9CC's Terms & Conditions

- 12.1 Any clarification of K9CC's Terms & Conditions must be discussed with a K9CC staff member prior to signing the New Customer Form.

Section 13: Agreement

- 13.1 A customer must sign and return a completed "New Customer Form" to a K9CC staff member prior to their dog's first day.
- 13.2 By completing, signing and returning a New Customer Form to a K9CC staff member, the customer agrees to all K9CC Terms and Conditions (as per the following website link www.k9countryclub.co.nz/TermsAndConditions.html) prevailing at the time the document was dated and signed.