



Thank you for contacting us in relation to our services at Newcastle Pet Resort.

Whether you are interested in our Doggy Daycare or Boarding service, here at Newcastle Pet Resort **ALL** dogs will be involved in our daily Doggy Play program. This program consists of high socialisation, structured play times and general behavioural assistance.

Our qualified staff provide maximum supervision and assist with not only interaction between staff and clients (of the four legged kind) but between the clients themselves.

Our passion is seeing the animals playing together, learning from each other and assisting them with their play manners.

We have attached an Enrolment Form and further paperwork for your completion, and kindly ask for these to be returned via email (admin@newcastlepetresort.com.au)

Our contact number is **0413 665 781**.

Our **Office Hours** are:

7am - 6pm Monday - Thursday

7am - 5pm Friday

Please note our office is closed on Weekends & Public Holidays.

If you would like to make an emergency booking outside of our office hours (next day booking etc), please call (leave a voice message) **0413 665 781**

Our **Hours of Service** (for pet arrivals & departures) are:

7am - 6pm Monday to Thursday (**we kindly request arrivals before 12pm**)

7am - 5pm Friday (**we kindly request arrivals before 12pm**)

8am - 3pm Saturday & Sunday (**we kindly request arrivals before 12pm**)

Please check your invoice for Public Holiday hours.

You are more than welcome to tour our facility between **11am - 2pm** seven (7) days a week (Except Public Holidays). No appointment necessary. Please do not bring your pooch. This tour is for owners only

If you would like any further information regarding any of our services or to discuss this letter, please do not hesitate to contact us on **0413 665 781**

575 Cabbage Tree Road, Williamtown, NSW 2318



Our Prices

Our prices are charged **per calendar day** (not per night):

<u>Doggy Daycare (no Transport)</u>	(with Transport M-F)	Saturday / Sunday
1 x dog \$55 (per dog / per day)	\$77	\$66 (per dog / per day)
2 x dogs \$77 (\$38.50 per dog / per day)	\$99	\$99 (\$49.50 per dog / per day)
3 x dogs \$99 (\$33 per dog / per day)	\$121	\$132 (\$44 per dog / per day)
4 x dogs \$122 (\$30.50 per dog / per day)	\$144	\$166 (\$41.50 per dog per day)
5 x dogs \$144 (\$28.80 per dog / per day)	\$166	\$199 (\$39.80 per dog per day)

Boarding

Saturday / Sunday

1 x dog \$66 (\$66 per dog / per day)	\$77 (\$77 per dog / per day)
2 x dogs \$88 (\$44 per dog / per day)	\$110 (\$55 per dog / per day)
3 x dogs \$133 (\$44.33 per dog / per day)	\$166 (55.33 per dog / per day)
4 x dogs \$155 (\$38.75 per dog / per day)	\$199 (\$49.75 per dog / per day)
5 x dogs \$166 (\$33.20 per dog / per day)	\$221 (\$44.20 per dog / per day)

Our **Doggy Daycare/Boarding transport** hours are: 7am - 9am (morning - pick up)
 3pm - 6pm (afternoon - drop off)

Transport (**boarding**) **\$25** each way

Transport is Monday to Friday only
(not available Weekends or Public Holidays)

24 Hour Bookings

If your pooch is staying for ONE (1) night ONLY, and you pick up within 24 hours of dropping off, you will only be charged the one day boarding rate.

Eg: you drop off your pooch 10am Tuesday & pick up you pooch by 10am Wednesday, you will only be charged for ONE (1) day rate (reminder we request all arrivals by 12pm daily)



Newcastle Pet Resort Waiver and Release of Liability

- The dog owner understands that all canine clients attending our facility must have a current C5 / C7 level vaccination.
- Canine clients over the age of 12 months must be neutered or spayed (unless discussed/accepted by the Facility Manager).
- Proof of up-to-date C5 / C7 vaccination must be provided before attending the facility and at each annual vaccination requirement.
- Your dog must enter and leave the facility on a lead at all times.
- Dog owner will need to confirm their dog is in good health and has not been ill in the past 30 days. Newcastle Pet Resort reserves the right to request Veterinarian Certificate of the dog's health.
- The dog owner agrees to disclose any known aggression/behavioural issues prior to their attendance at Newcastle Pet Resort.
- Newcastle Pet Resort is an off-leash play area and dogs may be housed together and the dog owner accepts and understands that there are inherent risks associated with such an environment, included (but not limited to)
 - Transfer of communicable illness, such as Canine Flu / Leptospirosis
 - Injuries, including cuts, abrasions, bites, and sore pads
 - Behavioural problems
- The dog owner understands that should any dog become ill or injured whilst in the Newcastle Pet Resort facility, Newcastle Pet Resort staff will administer basic first aid and contact the owner if transfer to a veterinary clinic for further treatment has occurred. Any expenses incurred are at the cost of the dog owner. Newcastle Pet Resort reserves the right to transfer to its nominated clinics.
- The Dog Owner acknowledges that Newcastle Pet Resort staff may use certain forms of corrective behaviour techniques (in no way detrimental to the dog) to maintain an enjoyable and safe environment for all dogs.
- Newcastle Pet Resort **Hours of Service** (for pet arrivals & departures) are **7am - 6pm** Monday to Thursday (arrivals before 12pm) **7am - 5pm** Friday (arrivals before 12pm) & **8am - 3pm** Saturday & Sunday (arrivals before 12pm) Please see your invoice for Public Holiday hours. A late pick up will be charged at \$22 every 20 minutes or there part of. Contact number: **0413 665 781**.
- Newcastle Pet Resort **Office Hours** are **7am - 6pm** Monday to Thursday & **7am - 5pm** Friday. Office is closed Weekends and Public Holidays. Please see your invoice for Public Holiday **Hours of Service** for arrivals & departures.
- Rates are **due and payable on arrival** at the facility (see Payment Request Form & Invoices for payment details)
- The dog owner shall be liable for all expenses incurred by Newcastle Pet Resort in obtaining treatment for their dog/s.
- The dogs owner understands that a "no show" or "cancellation" without 24 hours notice will incur a cancellation fee of \$16.50 (inc. GST). All cancellations must be via email or SMS. We will respond to your cancellation email / SMS as soon as possible.
- The dog owner accepts all liability and shall indemnify Newcastle Pet Resort, its employees, agents and /or representatives from any claims or actions of any kind arising from any loss, injury or harm that their dog sustains or inflicts upon another dog or person whilst in the Newcastle Pet Resort facility. The dog owner shall reimburse Newcastle Pet Resort for all service rendered, and services sought from third parties such as medical treatment in relation to any loss, injuries or harm sustained by your dog or inflicted by your dog upon a person whilst at the Newcastle Pet Resort facility.

By accepting the services of Newcastle Pet Resort, I understand that I am waiving certain legal rights and I accept the terms and conditions regarding the enrolment and continual service of my dog(s) at Newcastle Pet Resort.



Customer Information Sheet – Dog Flu

At Newcastle Pet Resort your dog's health & safety is our number one priority. The following information has been provided to help you to better understand about Dog Flu:

- **what are the signs,**
- **how you can treat it and**
- **what the vaccine means in all of this?**

Here at Newcastle Pet Resort our policy states that NO dog can be admitted for boarding without a current C5 Vaccination and any obviously sick dogs will not be admitted for boarding.

We have strict daily cleaning processes using a number of Veterinary and Hospital Grade Disinfectants and an isolation area should we have to quarantine any dogs from the general boarding population. Even with all these strategies and the constant supervision we provide to all of our guests no one is able to control airborne viruses.

Should we ever have Dog Flu on our premises or hear of it in the area we will advise you when picking up your dog and let you know what to look for. Just like humans, some dogs are more susceptible to illness and some recover more quickly. Being alert, understanding the signs and how to help your dog get through dog flu is the best course of action you can take to help your dog – just like your two legged family members.

One of the public relations problems for boarding kennels today is caused by a much misunderstood dog disease called "canine cough" or "dog flu", tracheobronchitis, often improperly referred to as "kennel cough". As a dog owner you should be aware of some of the facts about this disease.

What is Dog Flu or Canine Cough?

Infectious tracheobronchitis is a highly contagious, upper-respiratory disease that is spread by an airborne virus. The incubation period of the disease is roughly 3-7 days. The main symptom is a gagging cough, sometimes accompanied by sneezing and nasal discharge, which can last anywhere from a few days to several weeks. Although this coughing is very annoying, it does not usually develop into anything more serious. However, just as with the common cold, it can lower the dog's resistance to other disease thus increasing susceptibility to secondary infections, and so the dog must be observed closely to avoid complications.

How is it Cured?

Just as in the case of the common cold, tracheobronchitis is not "cured" but must run its course. Many times antibiotics will be prescribed to prevent secondary infection. Sometimes cough suppressants will be prescribed to reduce excessive coughing, but these medications do not attack the disease itself.

Does tracheobronchitis occur only in kennels?

No. Since these viruses can be present anywhere, and can travel for considerable distances through the air, they can affect any dog even one which never leaves its own back yard. But tracheobronchitis is more likely to occur when the concentration of dogs is greater such as dog shows, kennels, veterinarian clinics and hospitals as well as pet shops, dog play parks and leash free areas. Dogs can be exposed while running loose or while being walked near other dogs.

But aren't the chances of catching it greater when a dog is in a kennel?

Yes....kennels, dog parks and doggy day care centers all have a higher chance because, in these places, a dog encounters two conditions which do not exist at home...proximity to a number of potentially contagious dogs, and the stress and excitement of a less familiar environment, which can result in lowered resistance to disease (these same factors explain why children are more likely to catch the flu in school rather than at home). But the more frequently a dog boards at a kennel or visits these places, the greater are the chances that he will acquire immunity to the disease. Even during a widespread outbreak, only a fairly small percentage of exposed dogs are affected.

Are these viruses a constant problem?

No. Tracheobronchitis, like the flu, is often seasonal. It also tends to be epidemic. When veterinarians begin to see cases, they normally come from every kennel and dog park in the area, as well as from individual dog owners whose dogs are not kennelled at all. When the outbreak is over, they might not see another case for months.

Can my dog be vaccinated to protect him against tracheobronchitis?

Yes! Vaccines against parainfluenza and adenovirus type 2 (in combination with other vaccines) are routinely used as part of an adult dog's yearly check up. Puppies are usually vaccinated for these in combination with distemper, hepatitis, and parvovirus in a series of immunisations. It is important to note that the vaccines that are used to prevent this viral disease are made from one strain of more than 100 different strains of the virus and therefore are not as effective against some strains as others. Intra- nasal vaccines are also available for *Bordetella bronchioseptica* (another cause of canine cough). Although some veterinary practices do not use this intra-nasal vaccination routinely, it should be considered for pets that board or for those whose veterinarian recommends it. Your vet is in the best position to recommend a program of preventive health care management depending on your pet's needs.

Can't the kennel prevent my dog from catching tracheobronchitis?

Unfortunately, no....no amount of supervision, sanitation, or personalised care can prevent a dog from "catching" an airborne virus. All that a good boarding kennel can do is to strongly recommend immunisation against tracheobronchitis, refuse to board any obviously sick dog, listen and watch for any signs of sickness, and make sure that any dog requiring veterinary attention receives it as quickly as possible. (Strangely, the dog with parainfluenza alone may not appear ill, yet is contagious). Professional boarding kennels would justifiably expect owners to accept the financial responsibility for such care. Your PIAA member is devoted to your pet's well being. Look for his membership certificate proudly displayed.

Newcastle Pet Resort

575 Cabbage Tree Road

Williamstown NSW 2318

Ph: 0413 665 781

www.newcastlepetresort.com.au

PET INDUSTRY ASSOCIATION OF AUSTRALIA

P O BOX 7108 BAULKHAM HILLS BUSINESS CENTRE NSW 2153

TELEPHONE (02) 9659 5811 FACSIMILE (02) 9659 5822

E-MAIL info@piaa.net.au www.piaa.net.au

PIAA acknowledges and thanks The American Boarding Kennel Association for their valued support.



BATHING PRICE LIST

NORMAL COAT (NORMAL COATS ONLY - STAFFY COAT)	\$55.00
NORMAL COAT SENSITIVE SKIN WASH	\$66.00
LABS, GOLDEN RET. & BORDER COLLIES	\$77.00
LABS, GOLDEN RET. & BORDER COLLIES SENSITIVE SKIN WASH	\$88.00
GERMAN SHEPHERD	\$100.00
G/SHEPHERD - SENSITIVE SKIN WASH	\$110.00

ALL OTHER COATS ARE TO BE QUOTED ON SIGHT

WE ARE UNABLE TO BATH HUSKIES / MALAMUTES