



Newcastle Pet Resort Waiver and Release of Liability

- The dog owner understands that all canine clients attending our facility must have a current 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 Cough / 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 centre, 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 it's 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 \$30 every 15 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 \$30.00 (inc. GST). All cancellations must be via email. We will respond to your cancellation email 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.