

Pawsome Pups Doggy Daycare

447 Jan Smuts Avenue
Blairgowrie
2194

Contact number : 066 094 8334
info@pawsomepupsdaycare.co.za



INFORMATION PACK OF PAWSOME PUPS DOGGY DAYCARE

A GENERAL INFORMATION

1. Site visits can and will only take place on pre-arranged appointments.
2. We are open for administration from 08:00 to 17:00 on weekdays only. We are working with your fur kids so we may not be able to respond immediately to calls, WhatsApp, and / or emails. We will respond as soon as possible.
3. Prohibited dogs includes but are not limited to the larger breeds and the power breeds of dogs. These as well as known as aggressive dogs, are not permitted in our highly social and active environment at Pawsome Pups Daycare.
4. Prohibited dog behaviour includes but is not limited to dogs that have drawn blood from other dogs, animals or people in a sustained attack or fight. Dogs who display any sort of aggressive behaviour at Pawsome Pups Daycare will immediately be suspended / expelled (depending on the severity of the issue) in a “one strike” policy. There will be no credit or refund in this instance and our cancellation policy remains in effect.
5. Prohibited behaviour by owner:
 - a. Being rude or disrespectful towards any of our staff.
 - b. Being dishonest about your fur kid’s health.
 - c. Being dishonest about your fur kid’s temperament, including but not limited to aggression and or sensitivity to other dogs and people, excessive barking, etc.
6. *We are not a boarding kennel facility. However, we do offer “after hour care” for fur kids of parents that need to spend time away from home.*
 - a. *We also offer, weekend, holiday, public holiday and long sleep overs.*

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B. BOOKING AND OPERATING PROCEDURE FOR THE DAY CARE

1. Complete the Application form, initial each page and sign the last page.
2. Once we have received your completed and signed application form, we will contact you to arrange a suitable date and time for an assessment.
3. At the assessment, we will meet your fur kid.
 - a. Your fur kid will then spend the day with us to ensure he/she is suitable for the day care.
 - b. Please pack and clearly label a lunch box if your pup still eats lunch.
 - c. He / she must be on a flat collar or harness with a lead.
 - d. The cost for the assessment is R300 cash, paid on the day.
 - e. Assessment day:
 - Drop off: 08h30 - 09h00
 - Collection: 15h00 - 16h00
 - Or as arranged
4. Enrolment will be confirmed after assessment, and we will then discuss when you would like your fur kid to come to day care.
5. Drop off and Pickup procedures for day care only:
 - a. Full day care is from 07h00 till 17h30 or as prior arrangement
 - b. 15 Minute grace period, may be provided for clients, to pick up their fur kids after 17h30. Thereafter it is R100 per hour or part thereof.
 - c. No credit and or refund for early departure and days not attended
- 6 Drop off and Pick up procedures for stay over:
 - a. Drop off from 08h00 and pick up till 09h00
 - b. 15 Minute grace period, may be provided for clients, to pick up their fur kids after 09h00. Thereafter a day care fee is applicable
7. Your usual and preferred pick up and drop off times will be noted.
8. No fur kid will be released to any person other than the parents and or a pre-registered alternative caregiver.

C. BOOKING AND OPERATING PROCEDURE FOR SLEEP OVER, AND LONG STAY

1. Complete the Application form.
2. Once we have received your completed application form, we will contact you to arrange a suitable date and time for an assessment.

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3. At the assessment, we will meet your fur kid.
 - a. Your fur kid will then spend the day with us to ensure he/she is suitable for day care.
 - b. Please pack and clearly label a lunch box if your pup still eats lunch.
 - c. He / she must be on a flat collar or harness with a lead.
 - d. The cost for the assessment is R300 cash, paid on the day.
 - e. Assessment day:
 - Drop off: 08h30 - 09h00
 - Pick Up: 15h00 - 16h00.
4. Enrolment will be confirmed after assessment, and we will then discuss when you would like your fur kid to come for sleep over.
5. Drop off and Pickup procedures for sleep over stay:
 - a. Overnight stay is booked on a 24-hour day principal from 08:00 till 09:00 the following day.
 - b. Pickup after 09:00 will billed at the normal applicable daycare rate
 - c. No credit and or refund for early departure and days not attended
6. Your preferred pick up and drop off times will be noted
7. No fur kid will be released to any person other than the parents and or a pre-registered alternative caregiver. Proof of identity needs to be provided

D. TERMS AND CONDITIONS

1. Payment: EFT is the preferred payment method. Our invoices contain our banking details and other information. Paid on date of invoice.
2. A 50% non-refundable deposit is required at the time of booking for 5 days and longer stay over
3. The remaining 50% payment must be paid prior to first check in for stay over
4. Full payment is required in advance for day care and stay over. We do not run accounts. Bookings will be confirmed upon receipt of the full payment.
5. Any bookings cancelled within 1 week prior to check in are subject to 100% handling fee.
6. No refunds or credited days for fur kid's early departure and /or days not attended
7. No cash refunds will be given for any special day care and or day care packages, based on whatever cause or reason beyond the control of Pawsome Pups Doggy Day care.
8. 10 % discount from 10 days and longer stay over

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9. One calendar month written notice for day care

10. Day Care and stay over rates shall be subject to an annual increase affected in January of each year.

11. The owner uses the services of Pawsome Pups Doggy Day Care at his/her sole risk

E. REFUSAL OF ENTRY

We reserve the right to refuse entry to any fur kid and fur kid companion which does not meet the required criteria applicable on the terms and conditions of Pawsome Pups Doggy Daycare.

F. HUMAN KIDS UNDER 16

No person under the age of 16 is allowed in the doggy day care play and house areas unsupervised and if supervised it is at own risk.

G. ABANDONMENT

In the event of the fur kid being left at Pawsome Pups Doggy Day Care for a period longer than 48 (forty-eight) hours without contact from the owner or the listed alternative contact making alternative arrangements, the owner/s will be deemed to have abandoned the fur kid. Pawsome Pups Doggy Day Care reserves the right to take the necessary steps to limit the exposure to unnecessary cost without further notice to the Owner. The Owner will remain liable for any costs incurred in this process.

G. WE REQUIRE THE FOLLOWING INFORMATION FROM EVERY FUR KIDS PARENTS

1. Vaccinations: All vaccinations must be up to date. This includes all annual vaccinations, Biennial DA2pp vaccination, Rabies and Bordetella (Kennel Cough) vaccinations. Puppies have to have had their 3rd set of vaccinations.

(Please bring your fur kid's vaccination booklet and a copy with, upon registration and every year thereafter)

2. Spayed and neutered: All fur kids, attending day care, needs to be sterilised by 6 months of age.

We understand that the recommendation is to sterilize dogs when they are a bit older (6-12 months in small dogs, 6-18 for large dogs). Unfortunately, to maintain a safe environment for all dogs, unsterilized dogs over the age of 6 months will not be accepted by the day care.

No dogs on heat will be allowed on the premises.

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3. Tick and flea control: To keep our environment and guest's parasite free, we require our guests to be on a regular tick and flea prevention program.
4. Deworming: Your fur kid must be up to date with deworming. It is recommended that deworming be done every 2 months. Proof of this needs to be presented.
5. Appropriately socialized fur kids: Our guests socialize in groups, in designated play areas, so your fur kid must be comfortable with group play. Un-socialised, aggressive fur kids (towards both humans and other fur kids) Chronic barkers and fence jumpers will not be allowed at Pawsome Pups Doggy Day Care
6. List of allergies and special needs details, such as medical conditions and phobias (i.e scared of storms, fireworks etc).

Please pack the necessary calming medication for thunder, fire works etc with clear written instruction.

7. A copy of parent ID and proof of residence
8. Dog food: You are required to provide your own food for your fur kid for the duration of their stay.

We ask that you pack their food in a marked sealable container with instructions and allergies.

(Pawsome Pups Doggy Daycare does not provide meals, due to the variety of dry foods available on the market, diverse nature of preferred food and possible allergy issues.)

We at Pawsome Pups Doggy Day Care advise bringing the fur kid(s) own personal bedding. There is no guarantee that it will be returned in the same condition as received.

9. Chronic Medication: We are able to administer "run of the mill medications" to your fur kid. Please mark all medication with your fur kid's name as well as written directions for administration. We ask that you pack their medication in a marked sealable container.
10. Vet: Your regular Vet's name, contact number, and address.

Parent is responsible for all costs with your vet. We do highly recommend that you do take out pet insurance for your fur kid/s.

H. GENERAL HEALTH AND WELLBEING

1. Like their human parents, all our fur kids run the risk of picking up all sorts of infectious diseases. Especially when they go out of their homes on walks, or to socialize with other fur friends. Even going to the Vet for routine procedures may expose them to these. Some of the more common ones in dogs are; kennel cough, gastroenteritis, and conjunctivitis.

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2. If we notice that your fur kid is not feeling well, for whatever reason, we will let you know. We do not take our fur kids to the Vet for superficial scrapes and grazes or the odd loose stool. It further allows you to personally attend to your fur kid's wellbeing.

3. Should you however elect that we take your fur kid to the Vet; all the costs are for your account and must be settled direct with the Vet

4. We are unfortunately not able to take the risk of enrolling fur kids with diabetes and or epilepsy.

(Also see our release of liability, waiver of claims, assumption of risks and indemnity clause)

I. RELEASE OF LIABILITY, WAIVER OF CLAIMS, ASSUMPTION OF RISKS AND INDEMNITY AGREEMENT

1. DISCLAIMER CLAUSE

I agree, by accepting this disclaimer clause, that Pawsome Pups Daycare, their agents, officers, directors, employees, volunteers, and or representatives (hereafter referred to as "Pawsome Pups Daycare") will not be held responsible for any death, illness, injury, loss or damage of any kind, sustained by any person/s and or fur kid/s, caused in any manner whatsoever, while attending and participating in any and all related activities.

2. DESCRIPTION OF RISKS

I acknowledge that I am aware of the possible risks, dangers and hazards associated with and in, participating in the activities of Pawsome Pups Daycare, including the possible risk of severe or fatal injury to others or myself. These risks include, but are not limited to:

TRAVEL: the risks associated with travel and all related activities including transport by private motor etc.

PHYSICAL: injuries such as muscular injuries, bruises, scrapes, cuts, sprains, dislocations, broken bones, and head, facial or dental injuries, which might result from an accidental injury. Illness resulting from food poisoning, viruses or parasites and the possibilities of physical confrontations whether caused by me, my fur kid/s or any other person or fur kid/s resulting in injuries and/or death.

I accept and assume all such risks, dangers and hazards and the possibility of personal injury, death, permanent disability, property damage or loss resulting thereof.

3. RELEASE OF LIABILITY, WAIVER OF CLAIMS AND INDEMNITY

In consideration of Pawsome Pups Daycare allowing my fur kid/s and me to attend their doggy day care and participate in all related activities, I agree as follows:

3.1. TO WAIVE ANY AND ALL CLAIMS that I may have against Pawsome Pups Daycare, and their members, officers, employees, volunteers, agents and

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independent contractors as a result of my fur kid/s participation in their doggy day care and all related activities;

3.2. TO RELEASE PAWSOME PUPS DAYCARE from any and all liability from any loss, damage, injury or expense that I may suffer, or that my next of kin may suffer as a result of my fur kid/s participation in the Pawsome Pups Daycare, and all related activities due to any cause whatsoever;

3.3. TO INDEMNIFY AND HOLD HARMLESS Pawsome Pups Daycare from any and all liability, for any damage including consequential damages to the property of Pawsome Pups Daycare, or personal injury to, any third party, resulting from my fur kid/s participation in the doggy day care and all related activities;

3.4. IN ENTERING INTO THIS AGREEMENT, I am not relying upon any oral or written representations or statements made by Pawsome Pups Daycare, other than what is set forth in this agreement.

I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE CONTENT OF THIS AGREEMENT, that I have executed this agreement voluntarily, and that this agreement is to be binding upon my heirs, executors, administrators, representatives and myself.

ACKNOWLEDGEMENT OF AGREEMENT:

By accepting Pawsome Pups Day Care's invoice/s and effecting payment/s to us, it is considered that our terms, conditions, and indemnity has been read, understood, and accepted, and that you are familiar with this document.