

Terms and Conditions for accepting pets into Redwood Lodge Petstay

Disease precautions

All dogs and cats must be vaccinated according to current advice. Please contact your vet if you are uncertain of your pet's vaccination status. Kennel Cough (bordetella spp.) vaccination is now a mandatory requirement for Redwood Lodge.

Delivery

Bringing a blanket or toys allows your pet to settle more easily in his or her temporary home. Please make sure you let us know if your pet has any allergies, preferences, or prescribed medication. This will help us better to care for your pet during its stay with us. Please ensure your dog is on a lead, whilst cats must be secured inside a cat cage or similar prior to release in their pen.

Veterinary Care

Redwood Lodge Petstay will ensure veterinary attention is sought should any pet become unwell during their stay, in all circumstances attempts will be made to consult with your own family vet. Emergency contact details that we hold will be on all occasions reported to if we have any veterinary concerns. Trips to and from the veterinary clinic will be charged at .60 cents a km. Although your pet is in our care, all vet costs will be paid by the owner.

Collection

It is important that agreed collection days are adhered to. If due to unforeseen circumstances you are unable to collect your pet please provide as much notice as possible. Over busy holidays animals picked up early will be charged for the whole period of the original booking as other animals may have been turned away due to your booking. Payment must be made at collection, this can either be by cheque, cash, eftpos and credit facilities are available at the house. Credit can be arranged.

Cancellation Charges

Please provide as much notice as possible. Minimum notice must be equal to days of booking i.e. 7 day booking 7 days notice. During busy periods, holidays etc, we reserve the right to charge a %50 cancellation fee, should notice not be given prior to the minimum cancellation period.

Barking or howling

If your dog barks during the day or at night we will take measures to combat this by either walking again playing with etc. If your dog continues to bark or howl we will put a bark collar on your dog. How it works. At the first bark, the Bark collar applies a short warning tone, if a second bark occurs within the thirty seconds, a more intense tone is sounded along with a short mild shock. If your dog barks a third time, both the tone and shock are made more intense. This pattern is repeated through five correction levels, If your dog continues to bark through all five levels, the most intense sound and shock are applied after each bark until your pet stops for thirty seconds, the collar automatically resets to the first "tone only" level of correction.