



welcome Boarding Kennels and Cattery

We thank you for your recent booking. Please take the time to read our following Terms and Conditions:

VACCINATIONS

Current vaccination records must be presented on or before arrival. Vaccinations must be completed at least 2 weeks prior to boarding. Pets must be vaccinated with the following:-

- Dogs : Distemper, Hepatitis, Parvovirus, Parainfluenza and Bordetella (C5). This vaccination gives your dog maximum protection against canine cough, however, will not prevent it entirely.
- Cats : Feline Enteritis, Feline Rhinotracheitis and Feline Calicivirus (F3). We recommend for the best protection against contagious conditions, your cat is vaccinated with a (F5) vaccine.

Failure to comply with vaccination requirements will result in admission being denied.

HEALTH CARE

Welcome requires information to be provided of your pets needs by completing a Pet Health Report. All pets must be intestinal wormed and flea treated prior to admission. Animals that have not received regular worming and flea treatment will be treated on admission and the charged to the owner.

Pets with large knots or matting will be groomed at our discretion and a grooming fee will be charged accordingly. Pets with evident health issues will be treated at our discretion and charged accordingly.

PICK/UP AND DELIVERY SERVICE

Welcome operates an inexpensive pick-up and delivery service Monday - Friday mornings to most metropolitan areas. Our service requires the owner or a responsible member of the family to be present for collection and delivery. Remember, please do not feed your pet on collection day; we will give them breakfast on arrival if necessary.

MEDICATIONS

If your pet is on any medication an administering fee will be charged. Please bring all medications clearly marked with you, and advise us of dosage etc. on arrival.

VETERINARY ATTENTION

Any pet requiring veterinary attention during its stay will be taken to the veterinary surgeon nominated by us. All veterinary charges will be charged to the owner. We will always endeavour to take your pet to its own veterinary surgeon at your request, however, for emergencies; we will use our local veterinarian. We require that an emergency contact number be given upon arrival.

OFFICE HOURS

Monday to Friday	8.30 am to 5.00 pm
Saturday	8.30 am to 3.00 pm
Public Holidays	3.30 pm to 5.00 pm
Boxing Day	8.00 am to 12.00pm

CHECK IN TIMES

Monday to Friday	8.30 am to 4.00 pm
Saturday	8.30 am to 3.00 pm
Public Holidays	3.30 pm to 5.00 pm
Boxing Day	8.00 am to Noon

INSPECTION TIMES

Monday to Friday	10.00 am to 3.00 pm
Saturday	10.00 am to 2.00 pm
Inspections not available Public Holidays and high demand arrival/departure days.	

CHECK OUT TIMES

Monday to Friday	8.30 am to 4.30 pm
Saturday	8.30 am to 3.00 pm
Public Holidays	3.30 pm to 5.00 pm
Boxing Day	8.00am to Noon

We are closed on Sundays, Good Friday, Christmas Day & New Years Day

- Accounts are to be paid upon collection or delivery. We accept Visa, Bankcard, Mastercard, Cheque and cash. For convenience we also have EFTPOS facilities on premises and a mobile EFTPOS machine for pick up and delivery.
- Dogs staying 5 days or longer receive a complimentary Hydrobath. Difficult longer coats taking more than one hour will be changed accordingly. Bathing and grooming can be arranged for shorter stays for a fee.
- Discounts are offered to large families or bookings over 4 weeks (excluding peak holiday periods).
- Deposits are required for all school holiday periods, Easter and long term bookings (regular monthly payments are necessary). **DEPOSITS ARE NON REFUNDABLE.**
- Minimum charge of 7 days will apply for School Holiday Periods and Easter. Minimum charge of 14 days will apply over Christmas/New year.
- All charges are subject to alteration without notice.
- A late check out fee is charged for all public holidays and departures after 12.00 pm with the exception of Monday (excluding public holidays).
- Welcome Boarding Kennels & Cattery shall not be responsible for any loss, illness or injury arising from any cause whatsoever.
- Pets with any contagious condition will be denied admission.

Management of Welcome Boarding Kennels and Cattery

Superior accommodation for your pets. We care.

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