

Service Agreement

1st April 2023

“Our vision at Top Dogs NZ Limited is to serve our clients beyond their expectations with excellence in animal care, handling, dog management and training methods, facility cleanliness and customer service enabling us to forge strong and lasting bonds with our clients and their pets”.

I [redacted] declare that I am the owner of “ [redacted] ” (my dog) and in accepting the offer of services by Top Dogs NZ Limited (“TDNZL”) or by allowing my dog to attend Top Dogs Day Stay (“TDDS”) **I agree:**

- 1. THAT** TDNZL are entitled to rely upon my representations that my dog is in good health and has not harmed or shown aggression or threatening behaviour towards any person or any other dog.
- 2. TO** notify TDNZL of any unwelcome, aggressive, pro-creative or dangerous behaviour of my dog that has the potential to cause harm to any other pet or individual.
- 3. I AM** responsible for the medical treatment of any injuries or illness that my dog receives while at TDNZL a result of co-mingling with other animals in groups and I agree to pay all costs of my dog that may arise because of injury or illness, including veterinarian care and costs which are payable as a reimbursement to TDNZL immediately upon pickup of my dog or when the services have been completed.
- 4. TO** provide proof to TDNZL that my dog’s vaccinations are current; if found to be out of date, TDNZL has the right to refuse to accommodate my dog in day stay until such time I can supply proof that my dog’s vaccinations are current.
- 5. THAT** any behavioural or health problems that develop with my dog while in the care of TDNZL will be treated as deemed best by TDNZL in their sole discretion and I will assume full financial responsibility for any or all expenses involved.
- 6. I AUTHORISE** TDNZL to obtain medical records and/or treatments for my dog in the event of injury or illness from any vet or the closest veterinarian clinic, and I AUTHORISE any such vet to provide the said records to TDNZL upon request.
- 7. IF** my dog is male and over the age of six months, I confirm that he is castrated. TDNZL does not take entire dogs. If my dog is a female, I will not bring her to TDDS when on ‘heat’ and I confirm that she is desexed if over the age of nine months.
- 8. THAT** even if my dog is vaccinated from Bordetella (kennel cough) there is a chance that my dog can still contract kennel cough by co-mingling with other dogs in groups, and that TDNZL is not responsible if my dog contracts kennel cough by attending TDNZL.
- 9. TO** notify TDNZL of any infectious and/or contagious diseases or conditions my dog has been exposed to or is affected by including but not limited to distemper, hepatitis, kennel cough (Bordetella), Parvovirus, leptospirosis, worms, fleas, pregnancy, infectious diseases and intestinal parasites.
- 10. CONSENT** to my dog being photographed videotaped and/or used in any media or advertising by TDNZL without prior approval by me, and that all such photographs or videotapes or advertising or media proofs and photographs are the property of TDNZL.

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- 11. TO** take every precaution to ensure that my dog is continuously free of contagious, infectious or otherwise communicable diseases, and to report to TDNZL before arriving at day stay any contagious, infectious or otherwise communicable diseases which my dog may suffer from, and should my dog be suffering from any such diseases, I will not bring my dog to TDNZL until the condition is resolved and I can provide TDNZL with a vet's certificate in relation to the same.
- 12. THAT** my dog will be collected promptly prior to TDNZL scheduled closing time for Day Stay. Late fees will be charged at \$10.00 for the first ten minutes past our closure time or part thereof and \$10.00 for each remaining ten minutes or parts thereof for. TDNZL reserves the right to decline Day Care services for repeated late collection of your dog.
- 13. TO** pay all fees properly payable to TDNZL for services undertaken. If your dog is not attending day care on a booked day you are required to cancel the booking at least 12 hours prior to your booked day. As the office closes at 6pm we cannot accept email cancellations after that time. Therefore, you are required to text the business mobile 021 522 156 for any changes to your booked day. TDNZL reserves the right to charge in full for my scheduled day whether my dog attends or not.
- 14. THAT** TDNZL is not responsible for any loss, stolen or damaged toys, lost collars, beds, clothing or any other item left with my dog.
- 15. THAT** my dog will be on a strong/non-extending lead when exiting the car outside Day Stay. Extending leads are not acceptable at Day Stay unless a dog is under 8kg in body weight.
- 16. THAT** if my dog has eaten it will have been at least forty-five minutes prior to arrival at TDNZL.
- 17. THAT** I have read and agree to abide by the TDNZL "Terms of Trade" available to view in our front office and on our TDNZL website. It will be handed to you as part of your client package of information for new dog admissions.
- 18. THAT** I understand that this TDNZL "Service Agreement" will be updated from time to time. The current version will always be on our TDNZL website for you to peruse.
- 19. THAT** my dog must be a regular attendee at Top Dogs minimum of one day per week or a five-day pass / valid for 6 weeks. If my dog has not attended daycare for a period of 8 weeks this current registration will automatically cancel. No further bookings can be made nor be accepted.

I CERTIFY that I have understood the terms and conditions set out in this Service Agreement, the Registration Form and Terms of Trade attached to this agreement, and I agree to abide by the terms and conditions contained in this agreement and I release and indemnify TDNZL, their staff and volunteers from any liability of whatsoever kind arising from my dog's attendance and participation at TDNZL.

DATE

PRINT NAME & SIGN

