

## Terms of Trade

1st April 2023

### CASUAL DAY \$47 FEE

All casual day stays are to be paid either by online banking prior to your booked day / or at the office by Eftpos at drop off, before your dog stays with us.

### 5 DAY PASS AND 10 DAY PASS

A block of either 5-day or 10-day sessions can be purchased in advance at a reduced daily rate for your dog's day stays with us. A five-day pass is to be used within 6 weeks and ten-day pass to be used within 8 weeks. We will notify you when you have reached the last day of your pass and give you a reconciliation of the use of your card.

### WHAT YOU NEED TO KNOW

- If your dog's pass has run out and your dog is in for Day Stay and if you have not purchased another "pass" prior to your dog having his day with us, then that day is charged as a casual day fee.
- If your dog is booked in for the day and you have not let us know that your dog will not be attending, then you will be charged for that day. If your dog no longer requires day care for a specific day, please cancel the booking via text or email (within office hours) so that a space is available for another dog.
- Late fees may be charged at a rate of \$10 for each 10 minutes after our 6pm our close time, thereafter an additional \$10 for each 10 minutes or part thereof.
- Pick up time is to be by 5.55pm as day care closes promptly at 6pm
- Top Dogs is a regular Day Care Service. We DO NOT register dogs for "casual only" daycare. Our base line for ongoing regular dogs to hold a place is that a five-day pass is used within the 6 week validity.
- If your dog has not been to day care for 8 weeks, then your dog's registration will automatically cancel.
- These "Terms of Trade" may be updated from time to time. The latest Terms are available to view on our website.