

## FAQ's

### **Transport Services:**

1. Can I Arrange For My Dog To Be Transported To The Retreat And What Is The Cost?

Yes, of course! We can arrange for guests to be transported down to the Retreat, just drop them off and collect them at the DOGUE Bondi store, 242 Oxford Street, Bondi Junction. The cost is \$70 one way. Other arrangements can be made upon request.

2. Do You Transport Guests Every Day of The Week?

We always try to make arrangements that suit you best, but we plan our transport schedule several weeks in advance based on our bookings at the time. This may mean that you need to come in a day or two earlier to the Retreat if requiring transport. Our regular transport days are Monday, Wednesday, and Fridays. We do not offer transport over the weekends and on public holidays.

3. What Time Do I Need To Drop Off And Collect My Dog From DOGUE Bondi Or DOGUE Retreat?

If your dog is being transported from DOGUE Bondi down to the Retreat, we usually request they are dropped in by 10.00am and upon their return to DOGUE Bondi that they are collected by 12.00pm. We advise you as soon as we can if there are likely to be any changes to these times and we can, of course, be more flexible if arranged in advance.



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At the Retreat, we prefer pick-up and drop-off between the hours of 9am to 11am and 2pm to 4pm, except Sundays and Public Holidays. We ask that guests that are being dropped directly to the Retreat are here by 3.00pm at the very latest so that we have time to settle them in before bedtime. Alternative arrangements can always be organised at time of booking.

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## First time guests:

4. Once I Have Submitted My Reservation Inquiry Request Will I Know If My Dog Is Accepted?

We will be in contact with you within 48 Hours with further details. All new guests to the Retreat are asked to do an over the phone behavioral assessment or an in-store assessment depending on the circumstances. As an open and intimate Retreat, we cannot allow guests that display aggressive or anti-social habits.

5. How Do I Organise an In-Store Assessment, How Long Does It Take and How Much Does It Cost?

Please speak with one of our Retreat Consultants regarding the assessment process. It can take place at the DOGUE Boutique closest to you, and it usually takes two hours for a cost of \$45. We look for guests who will do well in the Retreat environment – who enjoy being with other dogs, are not overly boisterous and not too anxious.



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## 6. Are All Dogs Accepted to The Retreat?

Due to the intimate nature of the Retreat, we have limited the size of our guests to 15 kg (there are some exceptions to this due to guests who have come to us from the beginning or are older or think they are a Chihuahua). There are also some breeds that we find have too much energy (play hard, play rough) for the smaller and older dogs that we often have at the Retreat. Please do not take offence if your dog is not invited the Retreat, there are simply other facilities that are more suitable.



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### **Reservations:**

## 7. How And When Can I Pay?

Full payment is required before check-in and can be paid by cash, eftpos or credit card. Payment before check-in takes place by depositing it into our account or by filling out a credit card authorization form, that we provide in our confirmation email.

## 8. Is There A Minimum Stay Over The Peak Periods?

Yes, Peak periods such as Easter, Christmas and School Holidays are a minimum of 5 days. For off peak periods, we are more flexible so please enquire at time of booking.

## 9. Do You Require A Deposit To Confirm A Booking?

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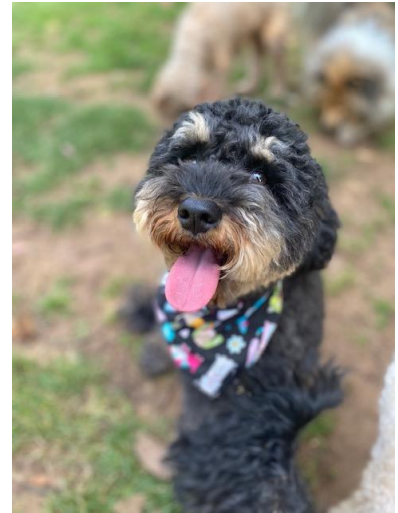
A 10% deposit is required for all bookings and a 50% deposit is required for Peak Season and Holiday period bookings.

## 10. What Methods Of Payment Do You Accept?

Cash, Eftpos, Credit Cards and Direct Deposits.

## 11. What Type of Vaccinations Does My Pet Require?

All Guests must be fully vaccinated, this includes their first 3 vaccinations they get as a puppy these are the C3 (Parvovirus- distemper-hepatitis), the C5 (Parvovirus – distemper-hepatitis-parainfluenza (canine cough)- Bordetella) and then at 10-12 weeks they get a repeat C5. After this, guests will need to be vaccinated against Canine Cough – parainfluenza YEARLY. Or have certification on their immunity levels from their vet such as a titer test. They must be vaccinated or have proof of immunity prior to staying (no less than two weeks from their expected stay) as well as be on a flea and worming treatment program.



## 12. Do you take dogs that have not been desexed?

All our guests over 6 months must be desexed and provide a desexing certificate. Under 6-month puppies are welcome to stay, given that the females have not had their first heat and males haven't reached sexual maturity. We do also accept the contraceptive chip for male dogs with a current certificate.

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## Location:

### 12. How Can I Find You If I Want To Bring My Dog In?

We are located at 112 Compton Park Road, Berrima (formerly Blue Metal Vineyard) just ten minutes from the Berrima Village.

From Canberra or Sydney, take the Berrima exit off the Hume Highway. Go north out of Berrima Village and take first left hand turn onto Greenhills Road. Follow Greenhills Road for 4km (follow the signs to Bluemetal Vineyard) and at the top of a steep hill take first left into Compton Park Road. DOGUE Country Retreat is less than 1km down on right hand side – you will see signs for DOGUE Country Retreat and this is your destination.

From Bowral, follow directions to Berrima, take right into Greenhills Road before entering Berrima Village. Then follow same directions as above.



### 13. Can I Inspect The Retreat?

We would be delighted for you to inspect the Retreat. Please contact us for available times.

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## Guest Relations:

### 14. Can We Bring Along Our Dog's Toys, Bedding and Food?

You are more than welcome to bring along a blanket (labelled with guest's name) and their own food. We have all the dog beds/bedding and toys our guests could need! It is compulsory for all guests to have a properly fitted collar and/or harness for walking.

### 15. How Much Attention Does My Dog Get Whilst At The Retreat?

We have a high staff to guest ratio and our guests are fully supervised during all key activities such as playing, walking, feeding and quiet time during the day. Higher need or older guests are supervised more closely in the office areas.



### 16. My Dog Climbs And Jumps – Can It Get Out Of The Kennel?

We are always monitoring guests and will modify any problems if they exist. The Retreat is on fully fenced and secure grounds.

### 17. Will You House My Dog With Another In The Suites?

Only if that's what you request or if we feel that they would do better with a companion.

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## 18. I Have More Than One Dog. Can They Sleep Together?

Yes, of course. We have suites that can cater for joint occupation.

## 19. My Dog Has Not Boarded Before, How Will They Cope?

We will do everything in our power to make sure they not only cope, but also will have a great and relaxing stay with us! Onsite staff can also use techniques such as massage, anti-anxiety and anti-stress techniques, aromatherapy, and other techniques to ensure guests remain stress free. We focus on making the experience a positive one for all our guests.



## 20. How Will I Know If There Are Any Issues Or Problems With My Dog While I Am Away?

We will contact you immediately – please ensure all contact details are correct and provide an emergency contact as well. All guests are fully checked by our trained staff from head to toe daily. We also keep in contact with you by email or Facebook.

## 21. Are The Premises Attended After Hours?

Staff live on the property and after hours maintain a check on activities within the Retreat itself.

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### **Fine Dining:**

## 22. What Do You Feed?

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We serve our guests, Man's Best grain free lamb kibble (both puppy and adult) with a 48hour slow cooked chicken and vegetable broth poured on top. The broth consists of Chicken. Sweet potato and Broccoli.

## 23. Can I Bring My Own Food?

Yes. We will happily cater to you if your dog is on a special diet or food plan.

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### **Special Needs:**

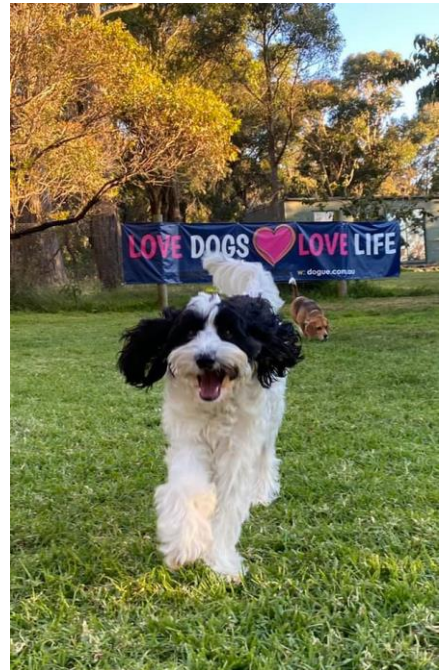
## 24. What If My Dog Is on Medication?

No problem at all, we will be glad to administer their medication while they are a guest at the retreat. This does come with an extra charge of \$7.50 per day.

## 25. We Have An Older Pet, Will They Be OK?

They will be more than okay. We have areas available where they will be fully monitored during the day and all their needs catered for. Or, they can simply relax by the fire and watch the world go by with lots of love and attention from our staff. Generally, we discourage older guests during peak periods like Christmas time.

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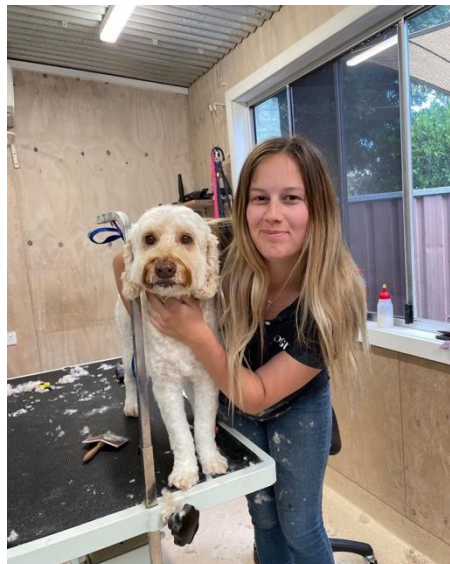
COUNTRY RETREAT

## Spa Services:

26. I Would Like My Dog To Be Groomed Whilst He Is Boarding. Can This Be Arranged?

Yes, the Retreat offers full range of grooming services including a full clip, a wash and tidy or simply daily brushing to avoid matting.

DOGUE COUNTRY RETREAT GROOMING PRICELIST							
<b>Effective from 1st February 2023</b>				<b>ADDITIONAL CHARGES</b>			
<b>Basic Wash &amp; Blow Dry - Nail clip , Ear Clean</b>				<b>Small</b>	<b>Med</b>	<b>Large</b>	<b>X Large</b>
	<b>Smooth coat</b>	<b>Long Hair</b>					
<b>Small</b> Height up to 30cm	\$65	\$75	Thick Coat/ Double coat	\$20	\$25	\$30	\$40
<b>Medium</b> Height 31cm - 50cm	\$75	\$85	Long coat over 2.5 inches	\$20	\$25	\$30	\$50
<b>Large</b> Height 51cm - 60cm	\$85	\$100	Full Body Scissors Cut	\$30	\$35	\$40	\$50
<b>Extra Large</b> Height 61cm over	From \$100	from \$115	Legs Scissors Cut	\$25	\$30	\$35	\$45
<b>Basic Wash &amp; Tidy - Nail Clip, Ear Clean, face trim,hygene Clip</b>			clipping Matted Coat	\$25	\$30	\$35	\$40
<b>Small</b> Height up to 30cm		\$90	De-Matting	\$2min	\$2min	\$2min	\$2min
<b>Medium</b> Height 31cm - 50cm		\$100	De-Shedding	\$25	\$30	\$35	\$40
<b>Large</b> Height 51cm - 60cm		\$125	Flea or Special Shampoo	\$15	\$15	\$20	\$20
<b>Extra Large</b> Height 61cm over		From \$140	Extra Bath	\$15	\$15	\$20	\$25
<b>Basic Wash &amp; Clip - full works</b>			Breed Specific (Feet or Face only)	\$15	\$15	\$20	\$20
<b>Small</b> Height up to 30cm	\$85	\$110	Breed specific (Face, Feet & Tail)	\$25	\$25	\$30	\$30
<b>Medium</b> Height 31cm - 50cm	\$95	\$125	Difficult dog/ Special needs	\$20	\$20	\$25	\$25
<b>Large</b> Height 51cm - 60cm	\$105	\$145	Nail Clip/ Grinding	\$30	\$30	\$30	\$30
<b>Extra Large</b> Height 61cm over	From \$125	From \$170	Anal Glands	\$35	\$35	\$35	\$35
<b>GROOMING SIZE VARIETY</b>			Teeth Cleaning	\$20	\$20	\$20	\$20
	<b>Shoulder height</b>		<b>DAY CARE</b>				
<b>Small:</b> Under 10kg / Height up to 30cm			Hourly				\$15
<b>Medium:</b> 10 - 20 kg / Height 31cm - 50cm			Half day (under 6 hours)				\$40
<b>Large:</b> 20kg - 30kg / Height 51cm - 60cm			3/4 day (under 8 hours)				\$50
<b>Extra Large:</b> 31kg over / Height 61cm over			Full day				\$60



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## Fun & Games:

### 27. What Sort Of Exercise Will My Dog Receive?

They will be walked once or twice a day in addition to exercising in the fabulous grounds of the Retreat. All fully fenced in. Exercise level is based on each individual guest's needs.

### 28. My Dog Loves To Play With Other Dogs. Can He/She Be Exercised With Other Dogs?

Here at the Retreat we cater for everyone's needs – whether they want to frolic with the other guests in the yard, or spend some independent time relaxing at our feet, your dog can spend their days as they please within our planned daily routine.



**Thank you!**

**DOGUE Country Retreat Peeps**