

Pricing, Terms & Conditions

DOGUE Country Retreat Is Unlike Any Other Overnight Dog Care Facility.

At DOGUE Country Retreat we are fully approved, insured and pride ourselves on providing intimate care to every single guest.

DOGUE Retreat focuses on a high staff to guest ratio, allowing all guests to be able to enjoy a home environment during the day with the added fun of more activities than they even have at home.

To be able to provide all this personalised attention in a simply stunning environment, our rates are as follows effective 1st September 2023:

Guest category	Off peak	Peak
Small	\$95	\$105
Medium	\$105	\$115
Large (only on	\$115	\$125
application)		
Surcharges		
2 days stay (overnight)	10% of one day	N/A
Sunday pick up or drop off	10% of one day	10% of one day
BYO food	\$10 a day	\$10 a day
BYO Medication	\$10 a day	\$10 a day
Age under 6 months or	\$10 a day	\$10 a day
over 12 years		
Public Holidays (see	\$25 a day	
calendar)		
Transport at DOGUE		
Bondi junction		
One guest off Peak	\$75 one way	\$150 both ways
One guest Peak	\$85 one way	\$170 both ways
Two Guests off Peak	\$130 one way	\$260 both ways
Two Guests Peak	\$150 one way	\$300 both ways
Discounts		
Two guests boarding	5%	
Three guests boarding	10%	
Long stay (21+ days)	5%	



Pricing inclusions: Please note that a minimum period of 5 days during peak times. These prices are current as of 1st June 2022.

- Minimum one hour of medium to hard exercise adventures each day. Younger and more energetic guests will receive more.
- Structured individual activities during the day such as play time, tv viewing, sleeping on attendants' feet, endless cuddles.
- All dogs are allowed to free roam from 7 am to 5 pm in the secured grounds or relax in the common area on couches, rugs and in front of the TV! Guests are never left alone during this time and human attention is never an extra fee.
- Individual or shared luxurious sleeping suite or sleeping in open area with other like-minded guests.
- Daily health check head to paw.
- Regular social media updates on our Instagram and Facebook.
- Daily maintenance grooming no guest will return home matted!
- Two meals a day guests can choose to eat Mans best friend, grain free Lamb kibble with a slow cooked chicken and vegetable broth that poured over the top.

Pricing exclusions: price on application and dependent on availability.

- Supplying our guest with their own food.
- Supplying us with medication to give to our guest.
- Beauty Treatments: such as grooming, bathing, ear cleaning, Nail clipping
- Double coats, breed specific such as poodle cuts and matting/knotting.
- Holiday themed social media during our guests visit.
- Transport to and from DOGUE Bondi junction Store



Terms and Conditions

Check-in: 9:00am – 11:00am and Check-out: 2.00pm – 4:00pm 6 days a week. During peak holidays and public holidays these do change.

Please note: the term "carer" refers to the person responsible for making decisions and making all payments for the duration of the guests stay. The term "guest" refers to all the carer's dog(s) staying at the DOGUE Country Retreat.

GENERAL TERMS: DOGUE Country Retreat will exercise reasonable care for the safety of your dog(s) and to keep the boarding premises safe and secure. Carer is solely responsible for any property damage or bodily injury inflicted by your dog(s). DOGUE Country Retreat cannot guarantee against accidents. We will not be liable for loss or damages to dog(s) belongings.

TRANSPORT AND OTHER ACTIVITIES AWAY FROM RETREAT: DOGUE Country Retreat will exercise reasonable care for the transport of all guests when to and from the Retreat, using safety seat belts and/or crates for safe transportation. DOGUE Country Retreat cannot guarantee against accidents or injury during transportation or any other activities away from the Retreat.

VACCINATIONS/HEALTH: All guest(s) must be current on C5 vaccination including kennel cough or have certification on their immunity levels from their vet such as a titer test. The carer must provide to DOGUE Country Retreat the veterinarian records on paper by email for these vaccines at least 48 hours prior to check-in. All guests accepted for accommodation must be of free of fleas and ticks and up to date on their flea and tick treatments.

BOARDING REQUIREMENTS: Guest(s) are to check in with a standard collar including ID tag in addition to harnesses or other walking gear. Carers are to provide usual food and treats unless selecting from DOGUE Country Retreat menu. Dry food is best in large, labelled ziplock bags. If dog(s) are trained to use training pads, these are to be provided by carer. Carers may also bring treats, toys and bedding such as blankets. Label all items brought in the dog's name. PLEASE do not bring any guest(s) feeding dishes and large bedding items.

DESEXING: All guests are to be desexed over the age of 6 months to board at DOGUE Country Retreat. A Desexing certificate is to be emailed to retreat@dogue.com.au, prior to the guest arriving for their stay. Male guests that have a male contraceptive chip will be allowed, given that we have an up to date certificate. Guests under 6 months can board, given that females have not had their first heat and that males are not yet showing signs of sexual maturity.



MEDICATION & TREATMENT AUTHORISATION AND VETERINARY CARE: Prescription medications must be provided in the original container with the veterinarian's Instructions, it will be administered as prescribed by our trained staff. Over-the-counter medications, such as worming or flea/tick treatments, may be given if necessary. DOGUE Country Retreat is authorized by the owner to seek veterinary advice and care, including but not limited to emergency care, at their discretion and at the carer's sole expense. DOGUE Country Retreat will attempt to contact the carer before obtaining this care, if possible, but this document serves as full authorisation to obtain veterinary care for the pet at the carer's expense, whether carer has been contacted.

WEAKENED IMMUNE SYSTEM: Carer understands special-needs guests, young puppies, and senior guests naturally have a higher risk of injury, stress-related illnesses, weakened immune system, or exacerbation of any pre-existing condition. As such, by using our facility for daycare or boarding the Carer is waiving any claim for injury or illness experienced by guest while in our care.

ELDERLY DOGS: Carers of elderly guests (approaching the end of life) need to know if in the event Carer's guest passes on while in our care, our policy is to transport Carer's guest to Carer's vet where he/she will be held until Carer can be reached by the Vet for further instructions. If Carer's vet is closed or outside of our transport distance, then we will transport to nearest 24-hour facility. Trip charge will apply based on time/distance.

FLEA OR PARASITE TREATMENT: All guests accepted for accommodation must be of free of fleas and ticks and up to date on their flea and tick treatments If fleas, worms or other parasites are found on a guest, DOGUE Country Retreat is authorized to apply the appropriate treatment for that dog(s) and charge me as the carer accordingly, and I agree that such charge will be payable on the dog's departure from DOGUE Country Retreat.

ILLNESS OR INJURY: DOGUE Country Retreat shall not be held responsible for Canine Influenza, Paralysis Tick or any injury that may occur to a guest during their stay at DOGUE Country Retreat. Carer's need to be aware that the Retreat is on a rural property and while the utmost care is taken by all staff and daily health checks are carried out, there is an increased possibility of snake bites, spider bites, other insect bites and grass seed infections than experienced in urban areas.

FIRE AND OTHER NATURAL EVENTS: DOGUE Country Retreat is in a rural setting and while is not considered a high-risk fire area, during times of severe heat, wind, thunderstorms and/or drought, the fire risk is greatly increased. DOGUE Country Retreat has a thorough fire and evacuation plan in place and has installed firefighting equipment at the Retreat. All staff are trained in responding to fire situations and evacuating guests. DOGUE Country Retreat cannot be responsible for injury to a guest or loss of life due to fire or other natural events.

ABANDONED GUESTS: DOGUE Country Retreat will go to great lengths to reunite and avoid having guests left behind after their stay. If such circumstances arise, DOGUE is authorised to rehouse or make whatever other arrangements that are considered appropriate for a canine guest if it has not been collected within 14 days of the date on which it was due to



COUNTRY RETREAT

depart and despite our best efforts, there has been no contact made by the carer or carer's family. This will be solely in DOGUE Country Retreat's discretion.

PAYMENT TERMS: Carer agrees to pay quoted deposit in advance to secure their reservation and full accommodation price prior to check-in or at check-in. No cash or credit card refunds will be issued for any reason; boarding credit (valid for 6 months from issue) will be issued for cancellations with 14 days' notice only. except for holidays and peak season. Early departures will not be refunded.

DEPOSITS: 10% non-refundable deposit is required for all off peak bookings. 50% non-refundable deposit is required for all peak bookings which include public holidays and school holidays. Guests are fully registered once deposit is received.

PUBLIC HOLIDAYS: Public holidays attract an additional surcharge of \$25 per guest per day. Canine guests shall not leave DOGUE Country Retreat until all fees owing to DOGUE Country Retreat have been paid in full.

2023/2024 PEAK, SCHOOL HOLIDAY, AND PUBLIC HOLIDAY DATES:

Public Holidays
New year's – 1st – 2nd January
Australia day – 26th January
Good Friday/Easter – Friday 29th March to Monday 1st April 2024
Anzac Day – 25th April
Kings Birthday – 10th June 2024
Labor Day – 2nd October 2023
Christmas 2023/new year's 2024 – 25th and 26th December, 1st January

Peak dates

1st December to the 31st of January 2023/24 29th March to 1st April 2024 7st April to the 3rd May,2024 1st July to the 26th July 2024 23rd September to the 17th October 2024 1st December to the 31st of January 2024/25

Payment can be made via cheque, cash, credit card, effpos or direct transfer to:

Account Name: DOGUE Retail

BSB: 082 140

Account Number: 58 375 8701

Please put 'guest name' in payment details and send a payment confirmation through to

Retreat@Dogue.Com.Au