



BOARDING KENNEL

ABN 90 647 857 707 | Head Office: 36 Harvey St N, Eagle Farm QLD 4009
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BOARDING KENNEL POLICY MANUAL

Comprehensive Guidelines for Pet Boarding, Payment, and Care Services

*Compliant with the Queensland Animal Care and Protection Act 2001 (or equivalent law in other states)
and the Australian Consumer Law*

Effective Date: [20/08/26]

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1. PAYMENT POLICIES AND TERMS

1.1 Standard Boarding Rates

Our standard boarding rates are:

Service	Rate (AUD)
Standard Boarding (per day)	As listed on our website (by dog size)
Daycare / Day Boarding (per day)	As listed on our website (by dog size)
Weekly Rate (7 nights)	10% discount off the daily rate
Cat Boarding (per day)	As listed on our website

All rates are subject to change with 30 days' written notice.

1.2 Deposit and Payment Structure

To secure a booking, a deposit is required at the time of reservation. The kennel uses a two-stage payment model:

Stage 1 – Deposit upon booking. When making a reservation, a deposit of the estimated total boarding cost is required (refundable only as set out in section 1.7) to secure the booking dates:

Booking period	Deposit
Standard days	20% of the estimated total
Easter and Christmas periods	50% of the estimated total

The deposit is calculated based on the room type selected, number of pets, length of stay, and any additional services requested.

Stage 2 – Full payment at check-in. The remaining balance (the total estimated cost less the deposit, plus any additional charges) is due in full at the time of pet check-in. No pet will be accepted into care until full payment has been received.

1.3 Accepted Payment Methods

We accept the following payment methods for both deposit and final payment:

- Credit/Debit Cards (Visa, Mastercard, American Express)
- Stripe

1.4 Booking Confirmation and Payment Timeline

Upon booking request:

- Customer provides requested dates, room preference, and number/types of pets
- The booking system / kennel team estimates the total cost and confirms availability



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- Customer is invoiced for the deposit (20%, or 50% for Easter and Christmas periods) and given payment instructions
- Deposit must be received within 3 business days to hold the booking dates
- If the deposit is not received within 3 business days, the booking will be released
- Upon deposit receipt, the booking is confirmed and the customer receives written confirmation with the final payment due date (at check-in)
- 1–2 weeks before arrival, the customer is contacted to confirm final headcount, any room changes, and anticipated additional charges

1.5 Long-Term Bookings (60+ days)

For long-term boarding stays exceeding 60 consecutive days, a modified payment plan may be offered:

- 50% deposit due upon booking (to hold dates)
- 25% of estimated total due at check-in
- Remaining 25% due on Day 15 of boarding
- All long-term payment plans are subject to management approval before the arrangement is confirmed

1.6 Additional Fees and Charges

The following fees are updated on our website and may apply beyond the standard boarding rate:

- Medication Administration: [\$ AMOUNT] per day per medication
- Special Dietary Meals: [\$ AMOUNT] per day
- Extra Exercise/Play Sessions: [\$ AMOUNT] per session
- Grooming Services: Pricing on request
- Late Check-In Fee: [\$ AMOUNT] per 30 minutes after facility closes
- Late Pick-Up Fee: \$25.00 per 30 minutes after facility closes
- Holiday Surcharge: Additional 50% during peak holidays
- Late Payment Fee (overdue balances over \$100, see section 3.3): [\$ AMOUNT]
- Additional Collection Fee (Day 10, see section 3.3): [\$ AMOUNT]
- Legal Recovery Collection Fee (Day 28+, see section 3.3): \$200.00
- Estimated Additional Charges: Customers are responsible for any services ordered at check-in that were not included in the original estimate

Disclosure of fees. All fees must be stated in the boarding agreement or on our website at the time of booking. A fee that was not disclosed at booking will not be charged. Late payment and collection fees reflect the kennel's reasonable costs of recovery (such as registered post and staff time) and are not penalties.

1.7 Cancellation and Deposit Refund Policy

The deposit is **non-refundable except as set out in the schedule below**. The amount retained reflects the cost to the kennel of holding the booking and turning away other enquiries for those dates.



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Cancellation Timeline	Deposit Forfeiture
Cancellation 30+ days before booking	Deposit refunded (less \$25 admin fee)
Cancellation 15–29 days before booking	50% of deposit retained; 50% refunded
Cancellation 7–14 days before booking	75% of deposit retained; 25% refunded
Cancellation less than 7 days before booking	100% of deposit retained; no refund

If Dolittles Pet Retreats cancels a booking, or cannot provide the service as booked, the deposit is refunded in full. Nothing in this policy excludes, restricts or modifies any right or remedy a customer has under the Australian Consumer Law.

1.8 No-Show Policy

If a customer fails to arrive for their scheduled boarding without notification:

- The deposit is forfeited
- Kennel staff will attempt to contact the customer within 24 hours at all phone numbers on file, including the emergency contact
- The booking is cancelled and the dates released; no further boarding fees are charged, as the animal has not entered the kennel's care
- The abandoned animal procedures in Section 4 do not apply to a no-show, because the animal is not in the kennel's care
- If the animal arrives but the final payment cannot be made at check-in, section 3.2 applies

1.9 Late Pick-Up and Extended Stays

If a pet is not picked up by the scheduled date/time:

- Customer is charged standard boarding rates for each additional day
- A late pick-up fee of \$25.00 is charged for each 30-minute increment after facility closing time
- Payment for additional days must be made immediately upon pick-up
- If the animal is not collected and the owner cannot be contacted, the notification process in section 4.3 begins on Day 1. If there is still no contact by Day 10, the animal will be treated as abandoned (see Section 4)

Long-term extensions. If a long-term stay needs to be extended, contact Dolittles 2 weeks before the set departure date to arrange the extension. If the extension is 60 days or more, the long-term payment plan in section 1.5 applies. If it is less than 60 days, the standard deposit (20%, or 50% for Easter and Christmas periods) is required when the extension is booked, with the remainder due at the start of the extension.

Peak periods. Bookings for the Easter and Christmas periods should be made 6 months in advance.



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2. LONG-TERM BOARDING PROGRAM

2.1 Definition and Eligibility

Long-term boarding is defined as continuous stays of 60+ consecutive days. Long-term clients must:

- Provide all vaccination and health records in advance
- Maintain regular contact with kennel management
- Provide clear departure plans and timelines

2.2 Long-Term Boarding Rates and Discounts

Long-term boarding qualifies for a substantial discount:

Stay Length	Discount
60+ days	15% discount

2.3 Extended Care Arrangements

Long-term boarding customers receive the following additional benefits:

- Weekly progress updates via email or phone
- Individual bedding and comfort items from home
- Specialised exercise and socialisation programs (if applicable)
- Monthly grooming service available (standard bath included)
- Flexible payment plans for stays of 60+ days (50% deposit, 25% at check-in, 25% on Day 15)

2.4 Termination of Long-Term Boarding

Either party may terminate long-term boarding with 14 days' written notice. The customer remains responsible for all boarding fees through the notice period and pick-up date.

Long-term discount on early termination. If the kennel ends a long-term stay, the 15% long-term discount continues to apply to all days boarded. If the customer ends the stay before 60 consecutive days have been boarded, the days boarded are charged at the standard daily rate, less any amount already paid. Any overpayment is refunded within 10 business days of collection. If pick-up does not occur by the agreed date, the uncollected animal process in sections 1.9 and 4.3 applies, and the animal may be treated as abandoned under Section 4.



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3. UNPAID BILLS: COLLECTION AND ENFORCEMENT

3.1 Payment Expectation and Possessory Lien

Payment for boarding services is a contractual obligation. By signing our boarding agreement, the customer acknowledges responsibility for full payment. Under the boarding agreement and common law principles of possessory lien, the kennel may retain a boarded animal until unpaid charges are paid. The kennel will only retain an animal with the approval of Senior Management. The animal's care continues at the full standard throughout, and Senior Management may agree to release the animal under an approved payment arrangement (section 3.5).

3.2 Final Payment Enforcement at Check-In

Since a deposit has been secured at booking (section 1.2), the following applies at check-in:

- The final balance (the total less the deposit, plus any additional charges) is due in full before the pet is accepted into kennel custody
- NO PET WILL ENTER CARE until full final payment is received
- If payment is not provided at check-in, the customer must reschedule the booking and forfeits the deposit

3.8 Retention of Animal Pending Payment

With Senior Management approval, the kennel may exercise its possessory lien and decline to release an animal to the customer until all charges are paid, or until a payment arrangement is approved under section 3.5. A dispute about payment must never affect the animal's food, water, exercise, medication or veterinary care. If the customer attempts to remove the animal without paying, the kennel may contact the Queensland Police Service (or the police in the relevant state). The customer assumes responsibility for all continued boarding fees, care costs, and legal expenses incurred during retention.



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4. ABANDONED ANIMALS: LEGAL PROCEDURES

4.1 Definition of Abandonment

An animal is considered abandoned when:

- The animal is not picked up by the scheduled end date, AND the owner or authorised agent cannot be contacted after written notice; OR
- The owner explicitly declines to retrieve the animal; OR
- The owner's phone number is no longer active and the forwarding address is unknown

4.2 Legal Framework

Under section 19 of the Queensland Animal Care and Protection Act 2001 (or equivalent law in other states), it is an offence for a person in charge of an animal to abandon or release it unless the person has a reasonable excuse or the abandonment is authorised by law. Abandoning an animal includes leaving it for an unreasonable period. In Queensland the maximum penalty is 300 penalty units (currently \$51,810) or 1 year's imprisonment.

4.3 Notification Process and Holding Period

Upon expiration of the boarding period without pick-up, the following notification sequence occurs:

Day	Action
Day 1	Phone call to owner/emergency contact (up to 3 attempts); check all numbers on file
Day 3	Email sent to all addresses on file regarding non-pickup and accruing charges
Day 5	Final notice by registered letter (return receipt) and email to the last known address, advising that the animal will be treated as abandoned if there is no contact by Day 10
Day 10+	Holding period expires; Senior Management reviews the file; placement, rehoming or transfer options are considered under section 4.4

After written notice of abandonment is provided, the kennel will retain the animal for a holding period. During this period, standard boarding fees continue to accrue daily, and the customer remains financially liable for all care costs.

4.6 Criminal Liability

Animal abandonment is a criminal offence under the Queensland Animal Care and Protection Act 2001 (or equivalent law in other states). The kennel reserves the right to report animal abandonment to Biosecurity Queensland, the RSPCA, and the Queensland Police Service (or the equivalent authorities in other states). Customers may face criminal charges for animal abandonment in addition to civil liability for unpaid fees.



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5. ANIMAL WELFARE AND DUTY OF CARE

5.1 Animal Care and Protection Act Compliance

The kennel is licensed and operates in full compliance with the Queensland Animal Care and Protection Act 2001 (or equivalent law in other states). All staff are trained in animal welfare principles and duty of care obligations. The kennel follows the relevant Codes of Practice for overnight animal boarding establishments.

5.2 Duty of Care

The kennel acknowledges its legal duty of care to provide for each animal's needs in an appropriate way, including:

- Provision of appropriate food and water
- Appropriate living conditions and shelter
- Opportunity for the animal to display normal patterns of behaviour
- Appropriate handling and human interaction
- Prompt veterinary care when illness or injury occurs

5.3 Veterinary Care and Emergencies

In the event of an animal emergency, injury, or illness during boarding, the kennel will:

- Immediately stabilise the animal and provide first aid
- Contact the owner/emergency contact without delay
- **Transport the animal to an emergency veterinary hospital if necessary (owner responsible for all costs)**
- Maintain detailed records of the incident
- Proceed with veterinary treatment authorised by the owner or as necessary to prevent serious harm or death

5.4 Vaccination Requirements

All animals must be fully vaccinated to board at the kennel. Dogs require a current C5 vaccination; cats require an F3 vaccination. Vaccinations must have been administered within the last 12 months but not within 10 days of arrival. A copy of the vaccination certificate is required at check-in.



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6. CUSTOMER RELATIONS AND DISPUTE RESOLUTION

6.1 Customer Service Standards

The kennel is committed to providing professional, respectful service. Our staff will treat all customers and animals with respect, respond to inquiries within 24 business hours, provide accurate information, maintain confidentiality, and report animal welfare concerns immediately to management.

6.2 Right to Refuse Service

The kennel reserves the right to refuse boarding to any customer who:

- Has a pattern of unpaid bills or habitual late payment
- Displays threatening, abusive, or harassing behaviour toward staff
- Provides false or misleading information about their animal
- Violates facility policies or safety procedures
- Has previously abandoned an animal at our facility
- Has an animal that poses a safety risk to other animals or staff

6.4 Limitation of Liability

- **The boarding agreement includes liability limitations. Boarding carries inherent risks beyond the kennel's control, including stress-related behavioural changes, illness or injury from animal interaction, escape or injury despite reasonable precautions, and food refusal. The kennel provides reasonable care and supervision appropriate to a professional boarding facility. As per 5.3 - Transport the animal to an emergency veterinary hospital if necessary (owner responsible for all costs).**



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APPENDIX: AUSTRALIAN LEGISLATION COMPLIANCE

This policy is compliant with the following Australian legislation and codes:

- Queensland Animal Care and Protection Act 2001 (or equivalent law in other states)
- Relevant Australian Animal Welfare Codes of Practice for Boarding Establishments
- Personal Property Securities Act 2009 (Cth) — for security interests
- Australian Consumer Law (Schedule 2, Competition and Consumer Act 2010 (Cth))
- Queensland Civil and Administrative Tribunal Act 2009 (or equivalent law in other states) — for dispute resolution
- Common law principles of possessory lien
- Disposal of Uncollected Goods Act 1967 (Qld) (or equivalent law in other states)
- ACCC and ASIC Debt Collection Guideline for Collectors and Creditors

Policy Effective Date: [20/08/26] **Last Revised:** [03/10/26] **Next Review Date:** [20/08/27]

All kennel staff will receive training on these policies before implementation, including deposit procedures, payment collection, animal welfare compliance, and dispute resolution. This policy manual will be reviewed annually and updated to reflect changes in Queensland, interstate and Australian law.