



### **Pucci DayCare For Dogs Terms and Conditions**

1. All pooches must attend Pucci at least once a week on a permanent basis. All pooches must attend their permanent day each week, unless a valid reason is provided. If your pooch has consistent absences this may result in the loss of their spot.
2. All dogs must wear suitable collars which cannot slip off their neck and also their collar must have attached their current registration tag and a name tag – No chain collars/or chains on collars.
3. Vet certificates showing currency of vaccinations must be added to your customer portal or sent via email. All dogs must have up to date vaccinations and for any puppies that they have had their first vaccinations and are cleared to socialise with other dogs.
4. If your dog is unwell on the day they are to come to Pucci it is essential that for the safety of our other guests that you do not bring it to us and let us know as soon as possible.
5. If your dog has been suffering from something that could be transmitted to other dogs then we will require confirmation from your vet advising it is now safe for your pet to rejoin Pucci.
6. If at any time during your dog's attendance at Pucci we feel we have to separate your pet from the rest of the pack due to illness we will make every endeavor to contact the owner. If contact cannot be made and we consider your pet is getting worse we will then contact our emergency vet provider for assistance. All costs incurred by Pucci will be recoverable from the owner.
7. All dogs must be up to date with their flea and worm treatments.
8. Pucci reserves the right to refuse entry to our doggy day care facility if your dog displays nonsocial or aggressive behavior. It is essential that Pucci enforce this to ensure the safety of all other dogs who attend plus Pucci staff members.
9. All dogs over a certain age must be spayed/neutered. Please note dogs over the age of 8 months who are not neutered will not be accepted.
10. Female dogs that have not been spayed and are on heat will not be able to attend Pucci.
11. Pucci needs to be advised of any behavioral, health or medical problems that your dog may have to ensure the safety of your dog and our other guests.
12. Pucci uses social media pages such as Facebook and Instagram where your dog will often be seen; if you are not comfortable with this please talk to one of our staff.
13. If your dog has been to another daycare or kennel (or any other similar housing facility) Pucci has the right to stand your dog down for 7 days.



### **Pucci DayCare For Dogs Payment Terms and Conditions**

For current payments rates please see our Fees page on our website [www.pucci.nz](http://www.pucci.nz)

1. All payments must be made online. Any credit card charges will occur a 2.5% surcharge fee.
2. All day care fees must be paid in advance/on your dogs daycare day and by the due date.
3. 24 hours notice must be given for any cancellation or change from any pre booked day. A 'no-show' may still incur the fee that otherwise would have been payable.
4. Any overdue accounts may occur a weekly 10 % penalty fee until paid; if payment is still not received it will be forwarded to our debt collector.
5. If you account is overdue your pooch may be refused entry into Pucci.