



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

1. All dogs must wear suitable collars which cannot slip off their neck. No chain collars/or chains on collars.
2. No collars or devices that contain batteries such as G.P.S collars, this includes council doggone tags.
3. 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. Vet certificates showing currency of vaccinations must be produced at first visit and at subsequent vet re visits.
5. 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.
6. 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.
7. 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.
8. All dogs must be up to date with their flea and worm treatments.
9. 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.
10. All dogs over a certain age must be spayed/neutered for safety reasons. If your pooch starts Pucci without being spayed/neutered and you decided not to spay/neuter your pooch when they are past a certain age and we can longer have them attend their weekly spot and you choose not to neuter or spay them till a later date, **a full day will be charge for every regular booking that they miss until they return.**
11. Female dogs that have not been spayed and are on heat will not be able to attend Pucci.
12. 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
13. 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.
14. 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 Land Bus Terms and Conditions**

1. 24hrs Minimum Notice for any bookings/cancellations. Multiple no shows/cancelations may result in losing your pooches bus spot.
2. A key must be provided to Pucci if we must access your pooch inside your home to allow and an alarm code supplied if applicable. The only exception to this is those dogs which are left outside every time for pick up.
3. Your dog must be put out to toilet prior to pick up. We understand that accidents do happen now and then but if your dog is constantly soiling in the van then your booking may have to be reconsidered.
4. If your pooch gets car sick, please feed them a few hours earlier if possible or arrange for your pooch to be feed at Pucci.
5. Pucci staff have the right to refuse entry to the school bus if they believe your dog may be unwell.
6. Pucci staff have the right to refuse entry to the school bus if they believe your dog display aggressive behaviour's.
7. Our Pucci bus service runs from 7am–9am and from 2.30pm–4.30pm.  
Please note that set times cannot be allocated/guaranteed to school bus customers due to the amount of variables which we encounter on a day to day basis but we will do our best to accommodate your needs.
8. We kindly ask all parents to keep conversations with our bus drivers short and brief to ensure we run the best and most efficient service for your pooches. If you need to talk to us please email [info@pucci.nz](mailto:info@pucci.nz) and we will get back to you as soon as possible.
9. Whilst we will take the utmost care when picking up and dropping home your pooches, we regret we cannot accept responsibility for any loss/damage to property as we enter/exit.
10. Parents need to have their dogs ready to be collected by the bus on their set days and as we have many dogs to collect, we ask that you please make the pickup process as quick as possible for our driver.
11. All dogs must be assessed prior to booking for travel on the school bus. If Pucci deem that your dog is in anyway unfit to travel on the bus due to stress/anxiousness or displays fearful or aggressive behaviour your application may be decline



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

1. For current payments rates please see our Fees page on our website [www.pucci.nz](http://www.pucci.nz)
2. We only accept online payments.
3. All day care fees must be paid in advance/on your dogs daycare day and by the due date.
4. 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.
5. Any overdue accounts may occur a weekly 20 % penalty fee until paid; if payment is still not received it will be forwarded to our debt collector.
6. If you account is overdue your pooch may be refused entry into Pucci.



### Pucci Cancellation Terms and Conditions

If your pooch can't attend for any reason, e.g. on holiday, sick, or for any other reason, the following applies:

Due to our structured service and limited spots that cannot be filled when your pooch is away, all cancellations incur a cancellation fee depending on the notice given and how many times your pooch has been absent in a 12 month period.

1. Cancellations with more than 48 hours notice: **\$30 (first 6 days per year)**
2. Cancellations less than 48 hours notice: **100% of the invoiced amount will be payable.** This will automatically be taken off their 5 or 10 trip. If payment is weekly, an invoice for a full day will be sent.
3. If your pooch is away for more than **6 days in a year, a full day charge will occur for every cancellation after this.** This will automatically be taken off their 5 or 10 trip. If payment is weekly an Invoice for a full day will be sent.
4. 14 days notice is required when you would like to cancel your permanent placement at Pucci or the policy above applies.
5. 14 days notice is required when reducing or changing your pooch's permanent daycare day or the policy. above applies.
6. If for whatever reason your pooch cannot attend their weekly spot, placement can be held for a maximum of 4 weeks or at our discretion, and may be terminated by us after that. The cancellation policy may apply during this time.
7. If your pooch is not neutered or spayed and is past a certain age and we can longer have them attend their weekly spot and you choose not to neuter or spay them till a later date, **a full day will be charge for every regular booking that they miss until they return.** Please see our terms and conditions for further information on this prior to signing up if they are not neutered or spayed.