



Pucci DayCare For Dogs Terms and Conditions

1. All dogs must wear suitable collars which cannot slip off their neck. Their collar must have attached their current registration tag – No chain collars/or chains on collars. No GPS collars/tags or tags that may contain batteries that may be harmful if swallowed/chewed. This is for safety purposes only.
2. 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.
3. Vet certificates showing currency of vaccinations must be produced at first visit and at subsequent vet re visits
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
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.
14. Please be aware not all dogs suit daycare environments.



Pucci DayCare For Dogs Payment Terms and Conditions

1. For current payments rates please see our Fees page on our website www.pucci.nz
2. We accept online payment via bank deposit.
3. We accept online credit card payment (2.5% surcharge) – This must be arranged with Pucci and Pucci will process these payments on your behalf through your customer Portal. Credit card must be loaded on portal for Pucci to be able to process these payments.
4. All day care fees must be paid in advance/on your dogs daycare day and by the due date.
5. 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
6. If you account is overdue your pooch may be refused entry into Pucci
7. Cancellation payments; see our cancellation policy below.



Pucci DayCare For Dogs Cancellation Terms and Conditions

At Pucci we run things a little differently. We run a structured service, which means we take great care to match your dog with others, and ensure their day is balanced and fulfilling. The way we run things means we can't just fill spots with another dog if your pooch is away. Until now, we've allowed you to cancel your dog for the day at no charge, however we've been experiencing an extremely high number of cancellations (often last minute), and it's no longer sustainable. For this reason, we are introducing a new cancellation policy.

Please kindly find our updated cancellation policy below. If your pooch can't attend for any reason, e.g. on holiday, sick, or for any other reason, the following applies:

1. **All** cancellations will now incur a cancellation fee depending on the notice given.
2. More than 48 hours notice: \$25 to hold your permanent placement.
3. Less than 48 hours notice: 100% of the invoiced amount will be payable.
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.