

Enrolment Policy

Enrolment forms

Prior to enrolling all clients must fill out an enrolment form for each of their dogs. The information must be accurate to your knowledge. Failure to provide accurate information could result in termination of services. This information is so that we can keep your dogs safe and healthy whilst in our care.

Vaccination and Parasite Treatment Requirements:

All dogs enrolling in our program must be up-to-date on vaccinations as per the recommendations of their veterinarian. This includes vaccinations for diseases such as rabies, distemper and parvovirus; Bordetella (kennel cough) is optional. Additionally, dogs must undergo regular parasite treatment for fleas, ticks, and worms.

Health and Sickness:

Dogs showing signs of illness or infectious diseases will not be accepted into our services until they have fully recovered and received clearance from a licensed veterinarian. We prioritise the health and safety of all dogs in our care, and it is crucial to maintain a healthy environment for all participants. Dogs that have experienced sickness and/or diarrhoea must not attend for at least 48 hours from the last onset.

Minimum Booking Requirement:

To ensure consistency and the well-being of enrolled dogs, owners are required to commit to a minimum of one regular booking per week. This helps maintain the routine, socialisation and staff bonding benefits that regular attendance provides.

Cancellation Policy:

Owners must provide a minimum of four weeks' notice for any regular booking cancellations or changes to their enrolment. This allows us to adjust scheduling and accommodate other clients effectively. Failure to provide adequate notice may result in fees. Please see ad-hoc booking policy for terms.

Return of Keys:

Plenty Paws are responsible for the safekeeping of any keys provided for access to your premises. In the event of cancellation or termination of enrolment, keys will be returned promptly. If keys are lost during our services Plenty Paw will either arrange for keys to be cut or will pay the amount on the receipt for key cutting services sought by the client.

Compliance:

By enrolling their dog in our services, owners agree to comply with all aspects of this enrolment policy. This includes adhering to vaccination and parasite treatment requirements, maintaining regular bookings and providing sufficient notice for cancellations.

Acknowledgement:

Owners acknowledge that failure to comply with the terms outlined in this policy may result in termination of enrolment without refund and may also impact future eligibility for enrolment.

Amendments:

This policy is subject to periodic review and amendments. Any changes will be communicated to enrolled clients in a timely manner.

By enrolling their dogs in our program, owners signify their understanding and acceptance of the terms and conditions outlined in this policy.

Plenty Paws