



# Welcome Pack

Everything you need to know about your  
fur baby's luxury pet holiday at AAA!

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**2024**





## **YOUR PETS DESERVE A HOLIDAY**

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We will pamper and protect all your furry friends. AAA Pet Resort provides outstanding care to the Gold Coast pets. We are not your typical pet resort - we are a pet holiday destination.

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## About us

Here at AAA Pet Resort, we understand just how daunting it can be leaving your fur baby with anybody else. That's why we've taken pet care to a new level, creating a loving, comfortable, and exciting environment for your pet's to holiday in while you're away. The AAA Pet Resort is the crowning achievement of three generations. Our passion for pets motivated us to move beyond the standard of what your typical kennel consisted of.

After learning the basics and finding what worked best with various pet boarding kennels across Australia, it was clear that the Gold Coast needed something fresh, something extraordinary and something beyond expectation for their pets.

After finding the perfect destination and trialling different accommodation styles, it was time to give Gold Coast pets and their parents what they were after - a breathtaking, comfortable and homely pet holiday resort.

AAA Pet Resort has a proud history of providing outstanding care to the pets of the Gold Coast.



**Our enthusiastic team of dog lovers is driven to provide you and your pet the most comfortable, enjoyable pet resort experience, while you enjoy your time away. Our passionate staff will ensure your fur-kids feel like part of the family during their stay at AAA Pet Resort.**



### Our history

Born into the pet care industry, resort owner Michael Avery has owned various pet resorts across the Gold Coast. However, he considers AAA Pet Resort his crowning achievement. Michael's vision to create a home away from home for Gold Coast pets has been realised, as many happy customers can attest. Our philosophy is simple, yet effective: to ensure all of our guests have a great time, in a loving, protective environment.



### Our staff

Each staff member lives up to this philosophy by caring for your dog's health, happiness and wellbeing. You can be confident that while having the time of their lives, your best friend is safe and well looked after. All AAA animal carers uphold Michael's high standards of care and comfort. This is reflected in their compassionate, observant nature when caring for your best friend.

# What to expect - pet boarding

Boarding your furry family members can be a really daunting thought, especially if it's their very first time (or yours)! The information available on the next few pages can help to ease some of the worries and questions you may have about your best friend's holiday. Boarding can be a very fun and comfortable experience for both pets and their humans if it's done right. So we definitely can't wait to show you just how great it really is!



## Check our hours of operation

Before you book, please ensure you have double checked our opening hours to confirm that they align with your travel dates and times, remembering that you may want to give yourself enough time to chat with our staff and double check any booking details when dropping the fur babies off.



## Come to inspect our resort before your booking

If this is your first time booking your fur child/children in at AAA Pet Resort, we would highly recommend to come and meet us prior to your booking. We would love to take you through our beautiful facility to show you around. To minimise stress in your pets and also our guests, we kindly ask that your beloveds are kept at home when you're planning on visiting the first time. With their happiness and wellbeing in mind, please allow our staff to take your baby straight through when they arrive to our facility to stay.



## What should you bring along with you for drop off?

Here at AAA Pet Resort we do our best to provide absolutely everything that's required of our guests so that you don't have to worry about a thing while you're away. We do ask that you keep personal items at home so that we can maintain our clean, healthy environment for our guests. Bedding, blankets, toys, jackets, food and water bowls, treats, meals, shampoo, brushes etc. are all available here so you won't need to bring these things along. Pop your baby on lead and our team will give it back to you before you leave.

If your fur child requires a special type of food that we don't supply, please bring that along with you as well as any instructions that are required for meal time. Medications are also welcome to be brought along for your pet. We are able to administer insulin injections as well as other types of medicine. Please ask our staff for any fees which may be involved for this service. Please also note that payment for your booking is required upon arrival.

Our only requirement for boarding and daycare is that our guests are all completely covered with their vaccines. Cats require an F3 and dogs require a C5. All vaccines must have been given in the last twelve months, but not within ten days of arriving here to our resort. We require a copy of the vaccination certificate for each pet so please bring that along with you, or ask your vet to email it through to us prior to arrival. For the safety and wellbeing of all of our guests, we cannot accept any pets that are not vaccinated within the required time frame.



## Step One

The first step to top notch pet care is filling out our Guest Admission Form.

## Guest Admission Form

The more information you're able to supply us with, the better we'll be able to care for your babies whilst they are holidaying with us. You can find our Guest Admission Form on the website, print or and sign or fill this out onsite if you don't have access to a printer.

## During the holiday

Our pet's don't communicate the same way that we do. We can't tell them that we still love them even though we're leaving for a little bit and that everything will be okay. That's why it's so important to pick a resort that will be able to allow your baby to have the most comfortable, happy experience as possible. That way they associate coming to the resort with positive memories and once that happens – you'll find they won't want to leave!

### The first night

It's super common that the very first day is the toughest for our newer babies. Think of the first day at a new job, but where nobody spoke the same language as you! Some people will thrive immediately, and others take some time to get used to it all – our fur babies are no different. If your baby suffers from separation anxiety or is very timid and unsure of new environments, you can expect them to skip their meal on the first night (and sometimes even the next). If we get to night two and your baby has still not eaten, we will be straight in touch with you to let you know. Please give your fur kids a meal before they arrive if you suspect that this might be an issue that they will face.

### What happens during the night?

Our day shift animal carers are all onsite during the day, but what happens when they all go home in the evening? Well when some of them are finished their shift, they walk right out the door to their homes less than 10m away! Yes that's right, they live onsite. Our night shift staff take over from our day staff once the main carers have left. Our night shift carers are predominantly our back up, just watching over the babies as they sleep and making sure they're all happy and comfortable. We utilise devices that allow us to hear and see what's going on inside the facility so that our guests can be monitored even when we're not physically inside with them. Our night shift carers take turns and come down to check in on everybody every few hours through the night, until the day carers return before dawn the next morning.



## What if my pet is unsettled while I'm away?

The facilities at AAA Pet Resort are designed to cater to today's pets – pets who are part of the family. We have replicated home environments with televisions, leather lounges, soothing music, tiled floors and chandeliers. This technique helps offer a familiar environment for our guests while their humans enjoy some time away. Sometimes, in animals who suffer from extreme anxiety and/or fear of strangers, our guests may require some additional assistance other than the love and cuddles we provide as part of the service.

Available to all guests, we can offer on an Adaptil package to their suite during their stay. The Adaptil package is useful for low to medium stress levels and offers the doggy/kitty guest some peace of mind and reassurance. Adaptil is a man made version of a pheromone that is released by a mother dog, to her pups. It's proven useful also in adult dogs who are in distress and helps to keep them more level headed and happy. Please note that for cats, the Adaptil package is only valid in a Deluxe Kitty Condo, and for dogs, Adaptil package is valid in VIP Villas, Presidential Suites, Queen's Villas and King's Villas. Package costs are dependent on specific requirements of the guest. For higher stress levels it's recommended to bring in some prescribed anxiety medication from your veterinarian. There are some medications which are intended for ongoing use, and others that are intended to help them ease into a new situation. Have a chat to your vet about the best option for your fur baby and don't forget to bring it along in it's correct packaging, with vet labels visible. Give us a call if you have any concerns and we'd be happy to offer some advice on what may be best.

## What if my pet injures them self while I'm away?

Our furry guests can be pretty excited when they get to see their friends and go running around our paddocks! All of our senior staff are properly trained with Pet First Aid certificates and have experience in dealing with minor wounds and injuries. If an injury occurs you will be contacted immediately and basic first aid will be applied by the senior staff member on duty. As a precautionary measure we have very strong relationships with several vet surgeries in our area who will be able to assist with any further needs that we are unable to carry out here onsite. These relationships include Vetcall Mudgeeraba, Worongary Vets and Greencross Mudgeeraba, plus many others. Should after hours veterinary attention be required, Animal Emergency Services in Carrara or Animal Emergency Centre in Varsity Lakes.



## What if my pet isn't eating while they're on their holiday?

Sometimes our babies nerves can get the best of them while they're still learning about their surroundings and all the new stimulations of being in such an exciting place. For dogs who are feeling a little unsure, it's common that their appetite will decrease. We have an array of menu options for your little one to choose from (which you can find on page 13) that will be able to satisfy their tummies. If there are food items which your doggy is not allowed, please ensure you have let our staff know what they are restricted to. You are most welcome to provide your own food for your baby during their stay. This is recommended as it can assist in our efforts of keeping the routine the same for our guests. Should we be unable to get your baby to eat for 48 hours, you or your emergency contact will be notified. Please note that items required from our menu will attract additional fees.

## So what does a typical day look like for a canine and a feline guest?

The routine of our guests can vary slightly depending on which room type they are booked into, what additional service you have arranged for them and also what requirements they have.



**6am - 9am** First playtime sessions are run in this time frame

**7am - 10am** Breakfast

**9am - 12pm** Guest services (nature walks, pamper packages, beach runs etc.)

**12pm - 1pm** Nap time

**1pm - 3pm** Second playtime sessions

**4pm - 5pm** Guest services

**3pm - 5pm** Third play time sessions & dinner



**6am - 10am** Morning cuddle time sessions

**7am - 10:30am** Breakfast

**10:30am - 12pm** Guest services (extra cuddle times, Skype sessions etc.)

**12pm - 2pm** Nap time

**2pm - 5pm** Afternoon cuddle time sessions

**4pm - 5pm** Dinner



## After departure

After a very big, exciting holiday your fur children will be well exercised and full of beans when you come to collect them! Once the excitement and stimulation wears down and they return home, it will be time for them to relax and wind down.

Not every dog will react the same and it's important to know what is normal for your dog so that you can tell that apart from what is not. We love to know how they have travelled on their return home so please let us know how they settled after a couple days of being back at home with you – we love to hear about our guest's experiences!



Some dogs come home and settle as if they've never left, while others may need a little more time to readjust. You may find that your dogs' behaviour is slightly different or they have an upset tummy upon their return home.



### Behaviour

You may find that your dog's behaviour is slightly different when you get them home. They may be clingy and follow you around or they might ignore you and catch up on some sleep. Typically, you'll find that your dog will get back to normal once they're used to being back home. When your dog realises that they're back in their usual routine and with you, they should start to behave normally. Re-establishing your normal routine is the best way to help them find their feet again after a change in environment. This can sometimes take a day or two.



### Tummy issues

You may find that your dog has an upset tummy upon their return home. This is not out of the ordinary if their meals have been changed. If your dog ate different food than they're used to during their holiday, it's normal for their stomachs to be a little funny once their food has been changed again to the food that they're used to. Vomiting is common also if they are extremely excited however this should only be a one time thing. It is definitely not normal if your dog is vomiting excessively and veterinary attention should be sought if this is a problem your dog is facing.

# Vaccinations and their importance

Here at AAA Pet Resort, having your cats and dogs completely vaccinated is essential. Vaccinations are our main defence for nasties such as canine cough in dogs, and cat flu in cats, but they also protect against a lot more. The vaccinations below assist your precious pets in building anti-bodies against these types of illnesses. That means that should they come in contact with some of these infectious germs in their day to day lives, their bodies will have already had built a better defence against them. Getting your pet vaccinated does not mean it will not contract any of these infectious germs, it means that they have been given the best tools to be able to defeat them.

**Not only does getting your pet vaccinated help to protect your pet, but it also helps to make sure that your pet cannot infect other pets around them. This is why vaccinations are such an essential part of our resort's functions.**

## Dog Vaccinations

Each canine guest is required to have a full C5 vaccination, with proof of the vaccination from their veterinarian. A C5 vaccination helps to protect our dogs from parvovirus, distemper, hepatitis, parainfluenza and Bordetella Bronchiseptica (canine cough). The full vaccine is required to have been administered to your dog within the last twelve months, but must not have been given within ten days of the scheduled arrival date to AAA Pet Resort. Eg. Dog is vaccinated on March 3rd and would not be allowed to arrive to our resort until March 13th (the 13th being the tenth day).

The ten day period that is required between the time of the vaccine and the arrival date is crucial to ensure that the health and safety of your dog and the others in our care is at the highest possible standard. The C5 vaccination contains a live body (much like the human flu shot) which can temporarily affect the functionality immune system and, although relatively unlikely, is capable of causing the vaccinated dog to contract canine cough. Canine cough is a flu-like illness which has an incubation period of 1-7 days. It is for this reason that we ask that no pets are brought into our facility without at least a ten day period separating the vaccination date from the arrival date.

## Cat Vaccinations

Much like the reasons outlined above, all feline guests are required to have a full F3 vaccination, with proof of the vaccination supplied by their veterinarian. An F3 vaccination helps to protect our kitties from calicivirus, herpes and panleukopaenia. This vaccination must have been administered to your cat within the last twelve months, but must not have been given within ten days of the scheduled arrival date to our resort. Eg. Cat is vaccinated April 5th and would not be allowed to arrive to our resort until April 15th (the 15th being the tenth day).

Please get in touch with us or your veterinarian if you need some assistance to ensure your pet is covered with the right immunisations, and has been vaccinated within the time frame required for boarding with us.



# Dog room options

All of our dog room options come with two daily meals, bedding, blankets, toys, constant access to drinking water, daily maid service, solid walls and two daily play times each. Each of our five room options can be booked as either a Twin Share or a Private, so it's still the same room, the option just depends on if your dog would like to have the room to them self or if they'd prefer to share that room with a friend. For price and photos, please check page 12.

WHAT'S INCLUDED	Standard	VIP Villa	Presidential	Queen's Villa	King's Villa
Two daily meals	●	●	●	●	●
Bedding, blankets, toys	●	●	●	●	●
Constant access to fresh, clean drinking	●	●	●	●	●
Daily maid service	●	●	●	●	●
Two daily staffed play times, each for:	15 min	20 min	35 min	45 min each	75 min
Solid walls	●	●	●	●	●
Floor Type	Epoxy flooring	Tiled floor rug on top	Tiled floor rug on top	Tiled floor rug on top	Tiled floor with rugs
Door Type	Wire-front	Glass sliding door	French glass doors	French glass doors	French glass doors
Lounge Suite			●	●	●
Hydro spa bath	When staying for 5+ days	When staying for 5+ days	When staying for 5+ days	●	●
Blow Dry				●	●
Television			●	●	●
In-room air conditioning		●	●	●	●
Access to outdoor yard				●	●
Special Perks (Meal upgrade, Photo pack, Daily messages, Daily Snacks)					○



# Dog room prices\*

\* All prices are per dog per calendar day/min 3 day booking



**King's Villa**  
 Twin \$186.50 | Private \$196.50  
 4m x 3m indoor room with 24/7 access to safe, secure 4m x 3m outdoor yard overlooking garden.



**Standard Room**  
 Twin \$48.50 | Private \$58.50  
 1.5m x 2.4m indoor room.



**VIP Room**  
 Twin \$61.50 | Private \$71.50  
 2m x 3m indoor room.



**Presidential Suite**  
 Twin \$76.50 | Private \$86.50  
 3m x 3m indoor room.



**Queen's Villa**  
 Twin \$95.50 | Private \$105.50  
 3m x 3m indoor room with 24/7 access to safe, secure 2m x 3m outdoor yard.

## So what's the difference between Twin Share and Private rooming?

Each of our five room options can be booked as either a Twin Share or a Private, so it's still the same room, the option just depends on if your dog would like to have the room to them self or if they'd prefer to share that room with a friend. With dogs who do not live together at home, we will only board two dogs together at any one time, except under special circumstances, in which case you would be notified about the situation prior to boarding.

If you have a dog who thoroughly enjoys the company of another dog, the Twin Share option may be suitable. We match dogs in the Twin Share option according to size and temperament, so if you have a small, calm dog, your dog would be matched with another dog who is small, who would like to integrate but not be too over the top during play. If you have a large, playful dog, your dog would be matched to someone who wouldn't mind playing the day away with your dog. There are endless combinations of pet traits. There are instances where you may book your dog into a Twin Share room, but we may not have a dog boarding with us during that time who is suitable to share the room with your dog (eg. Dogs got along but one was much more playful than the other). If this occurs, we will be in touch with you to let you know that we weren't able to find a match.

We are very particular about which dogs share with one another, and our introduction process can take up to 3 or 4 hours. It's most certainly not something we take lightly as we must ensure that both guests will feel comfortable to be with one another during their stay. If there are any signs of anti-social behaviour from either dogs, the introduction process is ceased immediately. When dogs are matched up, sometimes the dates that their booking goes for does not align. Your dog may be here for seven days, and their initial match may only be here for the first three days. The introduction process begins again once their first match has left. If your dog has never boarded with us before, it's highly recommended to book them a Private room so that you know the room is readily available for them to have to them self should they require it. It's very easy for us to change to a Twin Share, but due to availability, it's not always easy for us to do it the other way.



# Cat room options

## Kitty Condo Deluxe

Recommended for family cats and/or cats who enjoy exploring and having ample space to play.

- Two 40 min each daily play times each
- Complimentary brushing every 5 days
- Private sleeping quarters
- Three climbing shelves
- French Doors
- Large glass viewing window
- Chandelier



## Cattery Cabin

Recommended for single cats who enjoy relaxing most of the day.

- Two 20 min each daily play times each
- Complimentary brushing for 5+ days of booking
- Private sleeping quarters
- One climbing shelf



# Just like your hotel room, our cat boarding hotel has many luxurious features.

### Special perks

In our deluxe rooms, you'll even find chandeliers and French shelves for climbing. Your loved one can play chase with catnip toys, get stuck into a scratching post or teddy, or jump up onto a high perch to enjoy the view.

When it's time for a nap, your best friend can retreat into a tiny house, savouring a small dark place that can make them feel safe. We look forward to welcoming your best friend for a marvellous holiday experience.

### Cat room prices per cat

- Cattery Cabin:** \$28 per calendar day
- Kitty Combo Deluxe:** \$45 per calendar day

### Every room

In every room, our pet hotel room service includes a litter change twice per day, as well as two room cleans that include replacing bedding and water. Dry food is available during the day, and a tasty wet food meal is provided each evening. These meals are included in the cost of the room. We know that our furry friends prefer their own space, so each cat boarding room is your pet's own, not having to share with anyone else. If you have two guests staying with us, we can either place them together or separately. All rooms have access to dry food, wet food meal each evening, fresh bedding, blankets, toys, constant access to fresh drinking water, daily maid service.

# Canine additional services

We look forward to welcoming your best friend for a marvellous holiday experience. To learn more about our cattery Gold Coast service, simply get in touch.

SERVICE	Description	Price
<b>Nature Walk</b>	A leisurely walk around our 5 acre facility, wandering down by Mudgeeraba Creek, circling the perimeter of our resort through the bush track. (20-30 mins)	<b>\$20 per dog per walk</b>
<b>Nature Walks Package (5 walks)</b>	Description as "Nature Walk". Book 5 walks for your pets holiday and save	<b>\$80 for 5 walks</b>
<b>Nature Walks Package (10 walks)</b>	Description as "Nature Walk". Book 10 walks for your pets holiday and save	<b>\$135 for 10 walks</b>
<b>Beach Fun Run</b>	1 hour of non stop fun at the beach for the ultimate pooch getaway plus complimentary photos of their beach adventure	<b>\$90 per dog per trip</b>
<b>Beach Fun Run Double</b>	Save \$10!	<b>\$170</b>
<b>Snack Pack</b>	Upon returning to their bedroom, a treat of their choice is hidden in the room for them to find! Large range to select from.	<b>\$1.50 per dog per day</b>
<b>Premium Food Upgrade with Rice</b>	Choice of chicken, beef, sardines with rice (200g meat)	<b>\$8 per meal</b>
<b>Premium Food Upgrade</b>	Choice of chicken, beef, sardines (200g meat)	<b>\$6 per meal</b>
<b>Prime100 Food Upgrade</b>	Prime100 Food Roll (150g)	<b>\$4.50 per meal</b>
<b>1 special request photo</b>	1 Special request picture sent during the holiday	<b>\$10 per dog per photo</b>
<b>Photo Pack</b>	1 Photo update with 5 pictures of your fur baby sent during the holiday (valid for 1 update per pack)	<b>\$26.50 per album</b>
<b>Skype/FaceTime Call</b>	Want to stay connected with your baby while you're away on holidays? Book a Skype/FaceTime call to let them know you love them face to face!	<b>\$45 per 5 min call</b>
<b>Tick/Flea/Worming Treatment</b>	Choose from our range of preventative tick collars, ointments, tablets and chews	<b>\$38 per unit</b>
<b>Basic Training Lesson</b>	15-minute basic training session. Learn basic commands such as "sit", "come" and "stay" or leash walking while on holiday.	<b>\$40 per session</b>
<b>Pick up &amp; Delivery</b>	Have your pet arrive in style and collected in our custom pet transport vehicle or take a load off and let us deliver them home for you, right to your door! Mon-Fri from 10am to 2pm only	<b>From \$45 each way</b>
<b>Bark &amp; Splash Pool</b>	20-25 minutes of fun playtime, barking and splashing in the water	<b>\$30 per session</b>
<b>Pamper Pack</b>	Daily nature walk & snack pack.	<b>\$15.50 daily</b>
<b>Royal Pamper Pack</b>	The Ultimate Luxury Pet Pamper: Deluxe Hydro Spa, Prime100 Breakfast, Nature Walk, Daily Deluxe Massage, Treat on Pillow each Night, Photo pack. Upgrade to Prime100 or boiled Chicken for dinner too. (+ \$8 per meal). Minimum 3 day booking	<b>\$30 daily</b>



# Doggy daycare

AAA Pet Resort has the ideal solution for people who need to leave their pets in care for the day. We offer high quality pet care, so you can rest assured that while you're busy with life, your best friend will receive the best of care and while you're at work for the day. When considering pet daycare options, there are many advantages to choosing a reputable boarding facility like AAA Pet Resort over a family friend, or pet sitter. These include: constant supervision from competent, caring staff, fully-equipped playgrounds, play time with other dogs (if suitable), exercise, stimulation and a high quality lunch. Your pet will thoroughly enjoy playing all day, and be calm and relaxed upon returning home.



<b>10 DAY PASS</b>	<b>\$540 (\$54 PER DAY)</b>	<b>This pass must be used within 20 days from the purchase date</b>
<b>20 DAY PASS</b>	<b>\$960 (\$48 PER DAY)</b>	<b>This pass must be used within 40 days from the purchase date</b>
<b>30 DAY PASS</b>	<b>\$1,350 (\$45 PER DAY)</b>	<b>This pass must be used within 60 days from the purchase date</b>

 **Weekdays**

Monday to Friday drop off between 7 am to 11 am & pick up between 3 pm to 5 pm.

 **Weekends**

Saturday drop off between 8 am to 10 am & pick up between 3 pm to 4 pm.

 **Public Holidays**

Our daycare facility does close on all public holidays and between the 20th of December until the 5th of January every year. Daycare will be open during school holidays by appointment only but please be aware this does fill up fast.

**Socialisation is pre-determined by AAA Pet Resort staff. Dogs are matched according to their ability to socialise with others. Please note that we will not put any pet's comfort, happiness or wellbeing at risk.**

If social, your sweet fur baby will be matched with a friend of similar size and temperament, and they will play together for their daycare. Your best friend will play outside with their new friend most of the day, where shade and constant fresh drinking water is available 24/7. They will be brought inside into the air con between roughly 11:30am and 1:30pm for nap time and to receive their lunch, before another exciting play before going home with mum and dad in the afternoon.

All daycare dogs require a full C5 vaccination which has been administered in the last twelve months, but not within ten days of arriving for their AAA play date. Any pets not collected before close of business on their designated daycare date are charged a boarding fee for a minimum of \$45.00 per calendar day (up to \$190.00 per calendar day) depending on room type availability. Please contact us immediately if you are unable to collect your fur baby before close of business. Please note that this is a daily rate, not nightly.

We will be very strict with our surcharging and timing and by entering the facility will automatically mean that you acknowledge and accept these charges.

# Agreement: Terms & Conditions

**I fully acknowledge and agree, in consideration of the Kennel which expression will include the proprietors and their servants and agents) boarding the pets name in the entry form:**

1. All standard rates for boarding are based on twin share.
2. That (subject to clause 3) I release and indemnify AAA PET RESORT from and against all responsibilities, liabilities, claims, damages and expenses (including for any loss, injury, sickness or death of any pet lodged with the Kennel) arising in any way from the boarding of the pets by the Kennel, howsoever caused, including by any negligent act or omission or breach of duty or contract by the Kennel or any other person.
3. That the AAA PET RESORT bears no responsibility for any collars, leads, containers or other articles left with the Kennel.
4. We highly recommend that all pets are protected for fleas and ticks.
5. That the AAA PET RESORT excludes all implied conditions and warranties except any implied condition or warranty the exclusion of which would contravene any statute or cause any part of this agreement to be void ('non-excludable warranties'), and that nothing in this agreement excludes or limits (a) the application of any provision of any statute where to do so would contravene that statute or cause any part of this agreement to be void; or (b) the Kennel's liability for breach of any nonexcludable warranties.
6. That I shall pay to AAA PET RESORT a charge as indicated per calendar day or during the period of lodgement of pets with the Kennel.
7. We do not guarantee the requested room is the room the clients pet stays in, it is at the discretion of the kennel operator for the harmony of the kennel.
8. AAA Pet Resort is authorised to do whatever they deem necessary for the health and wellbeing of pets. Owner gives full authority to AAA Pet Resort to call a Veterinary surgeon for any treatment, procedure or to gather or exchange information of the pets in the event of sickness, illness, accident, injury or any reason should AAA Pet Resort deem necessary at the owners expense and agree to pay all expenses prior to removal of the pet/s."
9. That payments to AAA PET RESORT made no later than the date of admittance of the pets shall be made by cash, and any payments made after that day shall be by cash only.
10. That the signing of this agreement will create a lien over the pets in favour of AAA PET RESORT, which lien shall continue to exist while monies are owing pursuant to this agreement.
11. That I will not be entitled to remove the pets from AAA PET RESORT until I have paid all monies owing pursuant to this Agreement.
12. That if at any time payment for fourteen (14) days accommodation is outstanding, or payment for veterinary attention is not made within fourteen (14) days of request by AAA PET RESORT, I authorise AAA PET RESORT to dispose of the pets in any manner determined by the Kennel in its absolute discretion and hold the Kennel harmless therefore. AAA PET RESORT will account to me for any monies received should it exercise this power by selling the pets, less any monies owing pursuant to this agreement.
13. Any damage done by client's pets must be paid for by the client.
14. That no deposit, payment or booking fee paid to the AAA PET RESORT will be refunded.
15. That AAA PET RESORT reserves the right to refuse entry of any animals.
16. I warrant that person presenting this pet is/am the sole owner of the pets or am authorised by the owner of the pets to enter into this agreement, and that the information is correct.
17. That, subject to alteration by AAA PET RESORT, these conditions shall apply each time I admit pets to the care of the Kennel.
18. I understand that and except that this agreement exists for every person who uses the AAA PET RESORT and am entitled to a copy now or whenever requested.

AAA PET RESORT  
ABN 8211 410 5406



## WELCOME PACK

### Opening hours

Weekdays 7:00am to 11:00am  
& 3:00pm to 5:00pm  
Saturdays 8:00am to 10:00am  
& 3:00pm to 4:00pm  
Sundays 3:00pm to 5:00pm  
Closed 1st January



**AAA PET RESORT**

YOUR PET'S HOLIDAY DESTINATION



420 Gold Coast Springbrook Rd  
Mudgeeraba QLD 4213  
Exit 79 southbound  
Exit 80 northbound



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