



Itsinya Exclusive Care Agreement & Intake Summary

This document confirms the Owner's acknowledgement and agreement to the high standards and contractual terms required for a stay at the Itsinya low-capacity retreat.

Part 1: Pre-Booking Contract & Compliance Confirmation

To be completed, signed, and submitted before a booking is confirmed.

Requirement		Staff Initial
Initial Screening	Mandatory Meet & Greet is required prior to the first booking to ensure the dog is suitable for our exclusive, low-capacity environment.	#
Health Records	Owner confirms a copy of current C5 Vaccination records has been provided.	#
Parasite Control	Owner confirms dog is up-to-date on Flea/Tick/Worming treatments .	#
Temperament Screening	Dog shows no signs of undisclosed aggression, severe separation anxiety, or destructive tendencies .	#
Quiet Demeanor	Owner confirms the dog is generally calm and quiet to respect neighbours and rainforest wildlife.	#
Relevant notes	Toys/Bedding/other Diet (Owner to supply Dog's food is optional Itsinya supplies @\$10 a day) Medication ?	#

Part 2: Health, Emergency & Final Check-In Details

To be reviewed upon check-in and signed by the Owner prior to commencing the stay.

1. Emergency Contact & Availability

- **24/7 Availability:** The Owner warrants that they (or a nominated emergency contact) will be **available at all times** via phone for contact should any concerns arise regarding the dog's health or temperament.
- **Emergency Care Authorisation:** Should the Owner be unreachable, the Owner grants Itsinya full authority to provide necessary and appropriate **veterinary care if required**. All costs incurred for such care are at the **Owner's sole expense if relevant to a pre-existing condition**.

Contact Detail	Information		Staff Initial
	All required forms in Part 1 supplied		#
Primary 24/7 Contact	Name/Number: _____ / _____		#
Emergency Alternate	Name/Number: _____ / _____		#
Owner agrees to use Noosa District Animal Hospital Phone: (07) 5473 0004 for any emergency Care at Owner responsible for any Veterinary Costs if associated with a pre-existing condition.	Dogs Vet if appropriate to use close by _____ / _____	Owner Initial	#

2. Final Screening & Refusal Rights

- **Final Assessment:** Dogs on arrival must present on leash in **good health and temperament**, consistent with the pre-booking screening.
- **Right of Refusal:** Itsinya reserves the right to **refuse entry** if the dog's condition or temperament is deemed unsatisfactory upon check-in or during the stay with constant barking or excessive noise. In the event of refusal, **50% of the total booking fee will be forfeited** to cover administrative and lost revenue costs. The Owner must arrange immediate collection.

Cancellation Policy 50 % of booking	if cancelled less than 7 days before booking date	Owner Initial
Payment Terms	Owner agrees that bookings must be paid in full at time of booking..	Staff Initial

Owner Signature: _____ **Date:** _____

Itsinya Signature: _____ **Date:** _____

Check-In Date/Time: _____ / _____		Staff initial
Check-Out Date/Time: _____ / _____		Owner Initial

Final Health & Temperament Check	Sound	Owner Initial
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