



Please drop off and pick up at least 30 minutes before closing — it's better for your pet's comfort and ease!

Our rules may seem strict, but they're essential to keep every pet and person safe and comfortable. Clear guidelines help us provide a calm, secure environment where your pet can thrive. Following these rules ensures the best care and a positive experience for all.

Strictly No Children on Premises

For safety reasons, no one under 18 is permitted on the property under any circumstances. We have large, boisterous dogs on site, and other guests' pets may not be child-friendly. We appreciate your cooperation.

Boarding Policy

- Only desexed dogs are permitted to board during peak periods
- Only desexed cats may board at any time
- We do not accept dogs in heat; they must be collected immediately

All animals must have current vaccinations before boarding

Dogs must have a yearly C5 vaccination and Cats must have a yearly F3 Vaccination

Please text or email a photo of your pets current vaccination before check in day

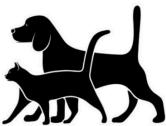
Fees List

• BYO Refrigerated	\$5 per day
• Medication Administration	\$2 per dose
• Non essential supplements	\$5 per dose
• Photo requests	\$20 per day
• Long-Stay Discount	\$10 per night (applied after 21 nights)
• Christmas & Easter deposit	\$100 non refundable
• Hyrobath at Owners Request	\$30 (price may vary on size & coat)
• Pets owners will be charged accordingly for any major damage caused by your pet	
• No cancellation fees for regular bookings so please advise as soon as possible.	

What to bring: Dogs must have a COLLAR, LEAD and a NAME TAG - No harnesses. If they do not have a collar, one will be provided and charged to your account. We provide raised dog beds and fresh linen for each guest. We do not accept bowls, toys or bones.

Food: We provide Premium Black Hawk dry food for cats and dogs. Dogs are fed once daily, while cats have food available at all times. If you bring wet food for your dog, a \$5 per day fee applies. Please ensure all food is pre-portioned and ready to serve in labelled, individual, click zip bags.

Wash: If your dog stays for 4 nights or more, they will get a complimentary wash. If you request a wash under the 4 nights, fees apply depending on the size.



How to find us: We are located half way between Cobram and Yarrawonga. Enter Burramine Road via Murray Valley Highway only, Turning onto Burramine Rd from Yarrawonga-Katamatite Road is not advisable, it is not suitable for vehicles. Please obey the speed limits displayed once you enter our property.

CARAVANS and TOWING - Space is limited to a small turning circle for vans and trailers, please do not drive on the grass. Especially in winter you may sink! Plenty of large long caravans have turned successfully here but if you are not confident turning your tow, please do not bring it on the property.

Our temperature-controlled facility keeps pets comfortable year-round. In summer, dogs go outside early, then stay indoors once it hits around 26°C with regular toilet breaks. Brachycephalic dogs remain indoors most of the summer for their safety. In winter, dogs enjoy floor heating and stay inside during rain or cold weather.

We will contact you promptly if there are any concerns during your pet's stay, such as changes in eating, bowel movements, or behavior. We keep you informed with all relevant updates. Please try to avoid calling us about your pet, as phone time takes away from caring for our furry guests. We appreciate your understanding and know how much you miss them.

Social dogs spend time outdoors with others of similar size, age, and temperament. If a dog is uncomfortable, we separate them and provide their own space. Dogs of differing sizes and temperaments are never mixed.

If your dog displays antisocial behavior, we will remove them from the group. If they show aggression toward our staff, we will contact you to arrange immediate collection.

All About Our Feline Friends

At our facility, we understand that cats have unique needs and personalities. To ensure your cat feels safe and comfortable, they are not socialised with other cats and have their own secure enclosure to retreat to whenever they wish.

However, your feline friend will enjoy supervised freedom to explore the entire cattery during the day. Our cattery features a cozy lounging area, specially designed wall furniture for climbing and exploring, multiple scratching posts, a giant cat tree, and soft, comfortable furnishings — all created to provide stimulation and relaxation.

We prioritize creating a calm, stress-free environment that mimics home comforts, helping your cat feel relaxed and happy throughout their stay. Our staff monitor each cat's wellbeing closely, providing individual attention and care.

If your cat has specific preferences or needs, please let us know so we can tailor their stay accordingly.



The really important stuff!

We have a zero-tolerance policy for physical or verbal abuse from customers or aggressive animals. Regardless of booking status, we reserve the right to refuse service to anyone exhibiting unacceptable behavior.

We understand this is a lot to take in, but we believe the more you know, the easier and more reassuring the process will be for both you and your pet. Our goal is to make their stay as comfortable and stress-free as possible.

We work tirelessly to maintain a first-class boarding facility, where your pet's safety, happiness, and wellbeing are our top priorities. Our cleaning and hygiene standards exceed recommendations, reflecting the pride we take in providing exceptional care.

We genuinely care about every animal in our care and want you to feel confident that your beloved pet is in the best possible hands.

We treat each and every animal with kindness, respect, care, and compassion.

We look forward to meeting you and your cherished pets!

From Carrie & the Pet Resort Team xx