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www.northshorepetresort.com.au

Closed Public Holidays

Remember, we offer a complimentary pet transport service from selected vet agencies.

As founding members of the Association of Pet Boarding and Grooming Incorporated QLD INK, Garth and Karen take pride in upholding the Association's code of ethics.



Northshore Pet Resort is also a member of the PIAA and a member of the Queensland Boarding Association.

Drop Off and Pick Up

For pets arriving Monday to Saturday, check-in is preferred between 7am and 12 noon and 2pm and 4pm. On Sundays check-in is between 3pm and 4pm. This ensures that your pet has time to settle in, get used to the new surroundings and get to know the staff that will be caring for them.

Pets can be collected any time within office hours. For the comfort of pets in our care and to comply with Local Government regulations, we need you to adhere to these times. We cannot open outside these hours.

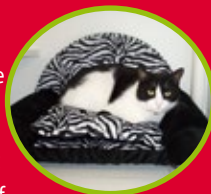
Pet Transport

A pickup and delivery service runs daily (Monday to Friday, excluding public holidays) from Northshore Pet Resort to selected vet agents. This service is free for pets staying at the Resort. A condition of the service is that pets must arrive at the Vet Agents by no later than 9am and can be picked up on the day of departure from 3pm. All bookings are made through the Resort and a credit card is needed for payment.

A complete list of Vet Agents is available on our website. Home and Airport pickup and delivery service is also available POA.

Special Conditions

- All dogs must be desexed and vaccinated and you must show a copy of the vaccination certificate on entry.
- All cats must be desexed and vaccinated against Feline Enteritis and Cat Flu. You must show a copy of the vaccination certificate on entry.
- Discounts for long stays may apply.
- Pets booked into the Resort Rooms must meet the Resort Rooms Boarding Conditions.
- A minimum ten day charge applies to all bookings which include Christmas Day, Boxing Day or New Years Day.
- A minimum six day charge applies for the Easter Period.
- All out of hours services attract a surcharge.



Helpful Hints

Northshore Pet Resort is like a home away from home for your pet. To ease the transition from your home to ours, here are a few helpful hints:

- On leaving, say your goodbyes at home and allow your pet to settle in as quickly as possible. Our friendly resort staff will look after your pet as if he/she was their own, and help them quickly acclimatise to their new quarters.

- Advise the staff on any special characteristics your pet may have.

For example:

- Behavioural problems
- Fence Climbing
- Persistent Barking
- Special Diets
- Phobias (lightning or storms etc)
- Fear Biting
- Past or persistent medical problems



Remember to bring with you:

- Current Vaccination Certificate - our friendly staff can let you know what vaccinations your pets need
- Contact Phone Numbers - in case of emergency or questions
- Details of special medication - plus enough medication to last the duration of your pet's stay
- Special Toys - nothing too good, as these items often get chewed or ripped. As a rule, if it is something you can't afford to lose, our suggestion is - don't bring it



When you go away...

send your pet on a holiday too



At Northshore Pet Resort, we understand that your pets need a holiday every now and then to rest and recharge. After all, lavishing you with unconditional love, 7 days a week, 365 days a year can be hard work.

So before you leave for your next trip, talk to us or come and see for yourself.

We've created a special place for special pets

The Northshore Pet Resort, previously Redcliffe Boarding Kennels and Cattery, was established in 1998, it was then purchased in 2009 by Garth and Karen De Bruin whose aim it was to provide a home-away-from-home for North Brisbane's dog and cat population.

Garth and Karen combined over 60 years' experience in the industry, so you can be assured that your pets are well cared for and in professional hands. During this time they built Samford Boarding Kennels and Cattery and later in 2000 changed its name to Samford Pet Resort after bringing in one of the first Deluxe pet accommodation of its kind in Australia. Samford Pet Resort has won many awards including Quest Business Achiever Awards 2006, 2007, 2008, 2009 and the Dogs Life PIA (Pet Industry Association) Best Boarding Service Australia 2007, 2008, 2009.

Northshore Pet Resort is set on the beautiful Redcliffe Peninsula spread over approximately 2 picturesque acres just 42km from Brisbane CBD.

Inspections Welcome

Whilst our website and brochures reflect many of the features that make us so special, you are most welcome to inspect our facilities anytime between the hours of 10am to 12 noon and 2pm to 4pm Monday to Saturday (excluding public holidays)

Fees

Current fees are available on enquiry or can be viewed at any time on our website.

It is important to note that you understand all fees are calculated on a calendar day basis irrespective of the admission or departure time.

Full payment is required on the day of admittance.

Booking Fee

A booking fee is required for each pet booked. This is not refundable on cancellation but is deducted at the time of account settlement.



Catopia - it's the Cat's Meow

At Northshore Pet Resort we understand your cat's needs and have taken it to the next level with Cat-opia.

The Raintree Cat Condos are all fully air-conditioned and each kitty has their very own ensuite.

Relaxation music is played throughout the cattery 24 hours a day, combined with the large play area, multiple scratching posts and plenty of human contact, Northshore Pet Resort makes your cat's stay more like home.

Catopia fees include:

- *A large play area* - the perfect spot for mastering all they survey.
- *Human company* - for cuddles, games and lots of love while you're away
- *Fresh meals prepared every day* - to tempt the fussiest eaters



Doggy Heaven - Here on Earth

We've combined the best aspects of being a dog and made them all available for our precious guests.

Lots of playtime, large comfy trampolines and exciting bush walks await your dogs. While bright and cheerful, the rooms are also insulated and for added enjoyment, relaxation music is played through the kennels 24 hours a day. Combined with the large grassy areas and plenty of human contact, Samford Pet Resort makes your dog's stay extra special.

Check out these bonus features:

- *Walks and playtime* - playtime with balls/frisbee or just sit and be patted
- *Fresh meals prepared every day* - guaranteed to tempt even the fussiest eaters
- *Human company* - cuddles, games and lots of love while your away
- *Special diets/medication* - we can customise your dog's stay to ensure their every need is taken care of. However, if bringing your own food or medication, it must be packaged in daily amounts and correctly labelled and named.



When only the best will do

If your pet is more like your child than a mere dog... then this is the boarding service for them. Total luxury awaits them in this home away from home. Designed to reduce the stress of being away from you, we've created the Resort Rooms to simulate the home environment as closely as possible.

Resort Rooms for Dogs

Check out these 5 star appointments:

- *Television* - keeps them entertained for hours
- *1 Playtime per day* - includes lots of cuddles and their favourite games
- *A la carte menu* - custom designed to tempt the fussiest eaters
- *Comfy furniture to doze on* - choose from beds and pillows



Please note:

Special conditions apply for pets staying in the Resort Rooms. For complete details please see our web site or ask our receptionist.

'Pet Space' - Online Pet Report

If you'd like to see how your pet is doing while you're away, we now have a new online Photo Service where you can log on to our website and view your pet enjoying their time at Northshore. Whilst we're sure they're missing you too, this is a great way to see how they're going. A small charge is made for this service, so ask at reception when making your booking we can explain the costs in detail.