

Terms & Conditions

By confirming a booking with McKenzie Manor, you acknowledge that you have read, understood and agree to the following Terms & Conditions.

1. Vaccination Requirements

All dogs must be current with a veterinary-recommended vaccination programme appropriate for their age. At a minimum, dogs must be vaccinated against:

- Canine Parvovirus (CPV)
- Canine Distemper Virus (CDV)
- Canine Adenovirus (CAV)
- Kennel Cough (Bordetella bronchiseptica and Parainfluenza)

Proof of vaccination records will be requested prior to arrival.

McKenzie Manor strongly recommends vaccination against Leptospirosis.

2. Health & Parasite Control

Dogs must arrive in good health and be free from any contagious illness, parasites or infectious conditions.

Owners agree to advise McKenzie Manor of any illness, injury or behavioural changes prior to arrival, even if they occur after the booking has been made.

If a dog becomes unwell during their stay, we reserve the right to seek veterinary treatment. Every reasonable effort will be made to contact the owner or emergency contact first. Any veterinary costs incurred during the stay are the responsibility of the owner.

3. Medications & Feeding

Medications and supplements supplied by owners will be administered as instructed at no additional charge.

Owners are required to supply sufficient food for the entire stay, plus a small surplus to allow for unforeseen delays or changes in appetite.

4. Behaviour & Suitability

McKenzie Manor is a boutique facility designed to provide a calm, safe and personalised environment.

Owners must disclose any history of aggression, resource guarding, anxiety, escape behaviours, excessive barking, medical conditions or behavioural concerns prior to boarding.

Failure to disclose relevant information may result in cancellation of current or future bookings.

5. Right to Refuse or End a Stay

McKenzie Manor reserves the absolute right to refuse admission, cancel a booking or end a dog's stay at any time if, in our sole professional judgement, the dog is considered unsafe, poses an unacceptable risk to people or other dogs, or is otherwise unsuitable for our environment.

Where a stay is ended early for behavioural or safety reasons, no refund will be provided. Owners (or their emergency contact) must arrange collection as soon as reasonably possible.

6. Nuisance Barking

While we understand dogs bark for many different reasons, persistent nuisance barking will not be tolerated.

As a boutique facility, we are committed to maintaining a calm environment for all dogs in our care while also respecting neighbouring properties and our consent obligations.

Where barking cannot be appropriately managed, or is deemed excessive, McKenzie Manor reserves the right to end the stay in accordance with these Terms & Conditions.

7. Balanced Training Philosophy

McKenzie Manor supports a balanced approach to dog care and handling.

Where appropriate, dogs may wear familiar training equipment supplied from home, provided it has been appropriately conditioned and is considered safe by our team.

8. Calming & Enrichment Equipment

To support the wellbeing of dogs in our care, McKenzie Manor reserves the right to utilise appropriate management and enrichment aids where required, under appropriate supervision.

These may include, but are not limited to:

- Battery-operated enrichment or comfort devices (including products such as anxious otters)
- Dog-safe calming diffusers
- Dog-safe essential oils
- Food enrichment
- Puzzle toys
- Sensory enrichment
- White noise or calming music
- Ultrasonic transmitters

All equipment and products used are selected with canine welfare in mind.

9. Photography & Marketing

Owners grant permission for McKenzie Manor to photograph or record video of their dog during their stay.

Images and videos may be used for marketing, educational or promotional purposes, including but not limited to:

- Social media
- Website
- Printed material
- Advertising
- Educational content

Owners who do not wish for their dog to be photographed or featured in marketing material must notify McKenzie Manor in writing prior to their dog's arrival.

10. Collection & Drop-off Times

Dogs may only arrive and depart during McKenzie Manor's designated operating hours.

Due to resource consent conditions and the wellbeing of dogs already in our care, arrivals or collections outside our advertised hours cannot be accommodated.

11. Emergency Contacts

Owners must provide an emergency contact who is authorised to make decisions and collect their dog if the owner is unavailable.

12. Bitches in Season

Bitches in season cannot be accommodated. If a female comes into season during her stay, the owner (or emergency contact) will be required to arrange collection as soon as practicable, but within 24 hours.

13. Personal Belongings

Owners are welcome to provide a small blanket or soft toy from home.

Whilst every care is taken, McKenzie Manor accepts no responsibility for loss, damage or destruction of personal belongings left with dogs during their stay.

14. Payment & Cancellations

Boarding fees must be paid in accordance with the booking confirmation.

Cancellation policies, deposits and peak period booking conditions are outlined separately on our website and form part of these Terms & Conditions.

15. Limitation of Liability

Whilst every reasonable care is taken to ensure the safety and wellbeing of every dog, owners acknowledge that dogs are animals and participation in a boarding environment carries inherent risks.

McKenzie Manor will not be liable for illness, injury, loss or death except where required by applicable New Zealand law or where caused by negligence.

16. Acceptance of Terms

By confirming a booking with McKenzie Manor, owners acknowledge they have read and agree to these Terms & Conditions and authorise McKenzie Manor to make all reasonable decisions regarding the care, management and welfare of their dog during its stay.