

3 Spoilt Dogs – Terms and Conditions

Effective from: 26th July, 2025

These Terms and Conditions (“Terms”) apply to all services provided by **3 Spoilt Dogs** (“we”, “us”, “our”), including but not limited to: dog daycare, overnight stays (referred to as “Howlidays”), transport services (“Pet Taxi”), optional extras, enrichment activities, and trial or assessment sessions. By booking or using any of our services, you (“Client”, “you”, “your”) agree to comply with these Terms and our Waiver & Release of Liability.

1. Services Provided

We offer the following:

1.1 Dog Daycare

Flexible, occasional or regular home-based care for small dogs in a supervised, secure and stimulating environment.

1.2 Overnight Stays (Howlidays)

Short or extended overnight stays for dogs who are well-adjusted to our daycare environment. A successful trial visit may be required for first-time overnight bookings.

1.3 Pet Taxi

Pick-up and/or drop-off transportation to and from our premises, available by appointment only and subject to availability.

1.4 Optional Extras

You may choose from a selection of additional services including:

- Pooch Prettify (bath and blow-dry)
 - Poochage (gentle massage)
 - Training sessions
 - Walks
 - Organic food upgrades
 - Media bundles (e.g., digital dog magazine covers)
These may be booked in advance or on the day, where capacity allows.
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2. Eligibility Requirements

To be eligible to use our services, your dog must:

- Be a **small breed** (under approx. 12–14kg) and suitable for a home environment.
- Pass a **meet-and-greet assessment** with our team and our own dogs before their first stay.
- Be **fully vaccinated** (C5 or equivalent) and free of contagious illness, parasites, and fleas.
- Be **desexed** if over 9 months old, unless otherwise agreed in writing.
- Be **socialised**, friendly, and able to cope in a group setting.

We reserve the right to decline or suspend services to any dog at our sole discretion, if we feel they are not a suitable fit for our environment or services.

3. Bookings, Payment & Cancellations

3.1 Bookings

Bookings are essential and subject to availability. Repeat bookings are welcome but not guaranteed.

3.2 Payments

Payment is required at the time of booking unless otherwise agreed. We accept bank transfer and cash.

3.3 Cancellations

- Cancellations must be made **24 hours or more** in advance to avoid cancellation fees.
 - Cancellations made within 24 hours may incur a charge of up to **50%** of the service fee.
 - **No shows** will be charged the full session fee.
 - During peak periods (e.g. school holidays, Christmas), a 20% deposit is required. Cancellations may be non-refundable or require extended notice.
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4. Transport (Pet Taxi)

Our pet taxi service is optional and available by pre-arranged appointment only.

4.1 Pick-up and Drop-off

- You must ensure your dog is dropped off at the agreed time unless prior arrangements have been made and agreed to.
- If you are over 15 minutes late (and have not informed us and accepted the new pick up time) we have the right to charge late pick up fee of \$15

4.2 Transport Safety

- Dogs are secured safely in our vehicle using crates or restraints.
- While every precaution is taken, you acknowledge that transport carries some risk. We are not liable for any incident except in cases of gross negligence.

5. Feeding, Medication & Special Needs

If your dog requires feeding, medication, or special care:

- You must provide clear written instructions.
- You must supply all necessary food, medication, and tools (e.g. bowls, pills, measuring tools).
- We will do our best to follow instructions but are not liable for complications caused by incorrect, delayed, or incomplete information.

6. Behaviour and Safety

We aim to provide a calm and safe experience for all dogs.

- If your dog displays aggressive, destructive, or anxious behaviours that compromise safety, we may contact you for early collection and/or restrict future bookings.
 - You are responsible for any injury, property damage, or vet bills caused by your dog while in our care.
 - For overnight stays, we reserve the right to end a booking early if your dog is not coping or becomes unmanageable.
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7. Health and Veterinary Emergencies

- If your dog becomes unwell or injured during their stay, we will attempt to contact you immediately.
 - If we cannot reach you or your nominated contact, we will seek prompt veterinary care at our discretion.
 - You are responsible for all veterinary costs incurred.
 - We strongly recommend pet insurance.
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8. Optional Extras

Optional extras are subject to availability and may be declined based on time, behavioural suitability, or at our discretion.

Prices and services may change. Any pre-booked extras will be confirmed on the day.

9. Photos, Videos and Social Media

We often take photos or videos of dogs enjoying their stay for use on our website, social media, or marketing materials.

If you do **not consent**, please let us know in writing before your dog's session.

10. Owner Responsibilities

You agree to:

- Provide complete and accurate information about your dog's health, history, behaviour, and needs.
- Keep vaccination records current and provide updates.
- Pay for any damage, injury, or third-party costs arising from your dog's actions.

- Ensure your dog arrives in good health and condition.
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11. Limitation of Liability

While every effort is made to ensure a safe, nurturing and positive environment:

- You accept that dogs play and interact at their own risk.
 - We are not responsible for minor injuries, stress, illnesses, or behavioural changes unless due to gross negligence.
 - All services are provided with reasonable care, but we do not guarantee outcomes (e.g. full behavioural improvements from optional training).
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12. Governing Law

These Terms are governed by the laws of **Queensland, Australia**, and any disputes will be handled under Queensland jurisdiction.

13. Amendments

We may amend these Terms from time to time. The most up-to-date version will always apply.

14. Contact Us

Questions? Contact **Tanya** at:

 tanya@3spoiltdogs.com.au

 0413 022 488

 www.3spoiltdogs.com.au

Waiver & Release of Liability

By using any service provided by 3 Spoilt Dogs, you acknowledge and agree to the following:

1. Dog Health and Behaviour

You confirm your dog is healthy, fully vaccinated, free of parasites, and does not pose a risk to others.

2. Group Setting

You understand dogs may engage in supervised play with other dogs, which carries some risk of injury or stress. You accept this risk.

3. Emergencies

You give permission for us to seek vet treatment if needed. You agree to cover all costs and release us from liability for medical outcomes outside our control.

4. Transport

You understand that pet transport carries inherent risk and release us from liability for incidents not caused by gross negligence.

5. Your Responsibility

You are liable for your dog's behaviour and any damage they cause. You release 3 Spoilt Dogs from any claims arising from your dog's participation in our services.

6. Media Use

Unless you've opted out, you allow us to take and share media of your dog for marketing and promotional purposes.
