

## DAYCARE

### Terms and Conditions

- All bookings, cancellations, date changes and refund queries are to be made through our BusyPaws portal communication, our email address [info@houndzparadise.com.au](mailto:info@houndzparadise.com.au) or by contacting the centre during business hours.
- Houndz Paradise Pty Ltd agrees to provide services in the centre of 2/2 Caulson close, Maribyrnong 3032 and in the form of transport services to and from the centre as stated in these conditions in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against Houndz Paradise Pty Ltd, unless arising from gross negligence on the part of Houndz Paradise Pty Ltd. Client agrees to notify Houndz Paradise Pty Ltd of any concerns within 24 hours of returning home.
- Houndz Paradise Pty Ltd shall not be held responsible for pets that bite, suffer an accidental death or escape from faulty fencing, cages or from inside the home due to faulty screens, doors, barriers, ect.
- Houndz Paradise Pty Ltd shall not be held responsible for the loss, injury, death, or actions of any pet that the client has let outside or has instructed Houndz Paradise Pty Ltd to allow outside while Houndz Paradise is not there. This includes pets with doggy doors and outdoor pets. Houndz Paradise Pty Ltd reserves the right to move an outdoor pet to shelter in the event of extreme weather or temperatures. Houndz Paradise Pty Ltd is not responsible for the damages/ costs involved with this move.
- The client understands that all pets (where appropriate) must have a veterinarian and must be up to date on their vaccinations. Clients agrees to reimburse Houndz Paradise Pty Ltd for all costs including, but not limited to, medical care and lost wages.
- Houndz Paradise Pty Ltd does not accept aggressive animals. Client agrees to be responsible for all costs (including, but not limited to, medical care, attorney fees, ect) if client's pet should bite another person or animal.
- Houndz Paradise Pty Ltd does not diagnose or make therapy decisions, nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
- **Emergencies:** Client agrees to authorize Houndz Paradise Pty Ltd to handle any emergencies that may arise. Houndz Paradise Pty Ltd will make every effort to contact the client, however the client gives Houndz Paradise Pty Ltd authority to act in the pet's home best interest.
- Houndz Paradise Pty Ltd requires client to have a responsible party to take care of your pet(s) in the event of unforeseen circumstances such as illness and in the event of inclement weather or a natural disaster. Houndz Paradise Pty Ltd is not responsible for pets in these circumstances.
- In the event of additional unforeseen visits or other costs (such as food, vet fees, ect), payment is expected within 3 business days.

By submitting the New Client Questionnaire form, the client fully understands and agrees to the contents of this Terms and Conditions.

## GROOMING

### ***Grooming Terms & Conditions***

### ***OWNER RESPONSIBILITY***

I agree to be solely responsible and liable for any and all acts of behaviour by my pet(s). This may include but is not limited to injury or death to pet, injury or death to another pet(s), or injury or death to any individual providing services in our salon, or other member of public using our salon. I agree that I will use a leash or use a carrier to control my pet within the salon.

### ***HEALTH***

I understand that grooming can be stressful to some pets, and I will inform the groomer if my pet has any medical conditions or stress prior to grooming. I understand that it is necessary to have my pet up to date on all vaccinations, insurance, parasite treatments and medications prior to every groom, and Houndz Paradise Pty Ltd is not liable for potential infections or diseases contracted. I understand that there can be rare unforeseen complications during grooming including allergic reactions, clipper rash, cuts and nicks, panic attacks, and nail bleeds. I understand that the establishment will do everything it can to avoid these issues and I will raise any concerns or questions I have with the above-mentioned prior to grooming. I understand that grooming can expose a hidden medical conditions, aggravate current conditions and that accidents do happen in grooming; I agree that I will not hold Houndz Paradise Pty Ltd or any of its employees responsible for any accident or injury to my pet.

### ***EMERGENCIES***

In the event of an emergency, I authorise Houndz Paradise Pty Ltd and its staff to immediately seek professional veterinarian attention for my pet at my expense. I understand that all attempts will be made to contact me in the event of an emergency.

### ***REFUSING SERVICE***

Houndz Paradise Pty Ltd reserve the right to refuse service, or to stop service in progress, if your pet poses a threat to themselves, other pets or Houndz Paradise Staff, either by aggressive or other behaviour issues or any health problem. I understand that if my pet has fleas, a suspected contagious

disease or my intact female pet is in heat, the establishment can refuse or stop service at any time and charge for anytime that was spent grooming, a clean down fee and/or implement the cancellation fee.

### ***PRICING***

I understand that the cost of a groom has many variables and can be different from animal to animal and even groom to groom. I understand that the price of a groom is worked out once my pet has been physically assessed and the price is dependent on the condition of the coat, length of the coat, the extensiveness of knots and mats, the desired grooming style, and the behaviour of my animal. I also understand that add-on services like sensitive shampoo incur extra costs. I also understand that if my pet presents with fleas there is a clean down cost to prevent any further contamination of animals within the establishment.

With all that in mind, I understand that it is my responsibility to ask for a quote before the groom begins and that by handing the animal over, even without asking for the price, I am consenting to the price of the groom.

### ***SERVICE***

I agree that if I have any issues with the groom my pet receives, I will address this while on the Houndz Paradise premises as amendments to the groom will not be made once the animal has left. I understand that I can request the groomer my animal has, however this is not a guarantee and Houndz Paradise Pty Ltd is entitled to reallocate groomers without informing clients.

### ***PAYMENT***

I agree that I will pay the balance in full at the time of collection of my pet. I understand that I will not receive a refund if unhappy or my expectations differ from reality.

### ***CANCELLATION POLICY***

I understand that if I need to change my appointment time, reschedule or cancel my appointment, I must give at least 48 hour's notice so that the appointment time can be made available for another client. If I do not give 48hours notice, I will incur a fee of 25% of the cost of the services I had booked and I give Houndz Paradise Pty Ltd permission to process this with the card I have on file. If I do not have any card details saved, then I will be denied any future groom until the balance is paid. If two appointments are missed without giving notice, I am then required to pre-pay prior to scheduling any future appointments, and appointment fees will not be refunded if I miss the appointment again.

### ***LATE ARRIVAL FEE***

I understand that if I am late to my appointment by 15 minutes the appointment will be considered cancelled, and the cancellation fee applies.

### ***LATE PICK UP FEE***

I understand that Houndz Paradise Pty Ltd is not a pet-minding service and all effort should be made to pick up the pet at the agreed time. If my pet is still in the care of Houndz Paradise Pty Ltd an hour after I have been contacted to pick up the animal, a late pick-up fee of \$1 a minute applies.

### ***MATTING***

I understand that this establishment puts my pet's comfort above all else. In the event that my pet's coat is matted, I understand that the groomer may have to shave the mats out. I understand that if my animal is matted it may not be clipped to my requested length.

I understand that if an animal that is matted, it is at increased risk of injury during and after the grooming process including nicks, clipper rash, skin irritation, hematoma, physical stress, mental stress, and overstimulation. During the process of grooming a matted coat, the animal may show signs of pre-existing, unknown conditions such as skin irritation and/or sores (often due to matting, wet undercoat and dirty coat) bruising, flea bites, hotspots, and lumps.

I understand that additional grooming fees will apply for animals with matting, and it is my responsibility to ask for an approximate quote on drop off. The cost of grooming a matted pet is the standard groom cost plus an additional matting fee of \$30.

### ***SOCIAL MEDIA & ONLINE***

I consent to the use of my pet/s' image for social media and marketing purposes by Houndz Paradise Pty Ltd and the groomer who performed the groom. I understand that sometimes third parties share images of grooms and I consent to this taking place. I will not attack/criticise Houndz Paradise Pty Ltd or any of its employees, associates, or partners publicly online. This includes forums, blogs, community groups or any social media.

### ***CHANGES TO TERMS & CONDITIONS***

I understand that I can review the most current version of the Terms and Conditions via the Houndz Paradise Pty Ltd website. I understand that Houndz Paradise reserves the right, at their sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to their website. It is my responsibility to check the website periodically for changes. My continued use of or access to our website or the Service following the posting of any changes to

these Terms of Service constitutes acceptance of those changes.

***RELEASE OF LIABILITY***

I agree and understand and hereby release Houndz Paradise Pty Ltd, owners, partners, contractors and volunteer for injuries to my pet(s) or myself, or any property of mine while my dog is participating in services or on site at Houndz Paradise.