

Hound Health Pty Ltd Terms & Conditions

1. Introduction

Please read these Terms & Conditions carefully before using the services provided by Hound Health Pty Ltd ("Hound Health", "us", "we", or "our"). By accessing and using our services, you ("User", "you", or "your") agree to be bound by these Terms & Conditions.

2. Services

Hound Health offers services including Hydrotherapy, Remedial Massage Therapy, Physical Therapy, Dog Daycare, and Dog Boarding (collectively, the "Services"). We reserve the right to modify, suspend, or discontinue any Service without notice.

3. Eligibility

By using our Services, you represent and warrant that you are at least 18 years of age and have the legal capacity to enter into a binding contract.

4. Registration and User Accounts

To access certain Services, you may be required to create an account with our system provider, Petboost® Pty Ltd. You agree to provide accurate information during registration and to update it as necessary. You are responsible for maintaining the confidentiality of your account information. Petboost Pty Ltd's [Terms & Conditions](#) and [Privacy Policy](#).

5. Payment

In respect of Deliverables the Members agree to the use of Stripe Payments Australia Pty Ltd ACN 160 180 343 ("Stripe") to process payments between Customers and Suppliers and between Suppliers and Petboost. Hound Health agrees that it is a pre-condition of the Supplier becoming a Member, that Supplier must have demonstrated to Petboost that the Supplier satisfies Stripe's underwriting policies. The Supplier agrees to comply with the relevant terms and conditions of Stripe's contracts as set forth at <https://stripe.com/au/legal> being the Stripe Services Agreement Australia and the Stripe Connected Account Agreement.

Hound Health consents to Petboost's disclosure to Stripe of, and to Stripe's collection use retention and disclosure of, any information that Supplier provides to Petboost or that Stripe collects directly using cookies or other similar means in the processing of payments. For more information regarding Stripe's use of data, see [Stripe's Privacy Policy](#).

On behalf of Hound Health, Stripe temporarily pre-authorises the Deliverables Fee and Site Fee, 72 hours prior to each appointment commencing in the given timezone of Hound Health. If the customer chooses to cancel their appointment within the agreed cancellation period defined by the business, the pre-authorised funds are returned to the customer within 5-10 business days.

6. Cancellation and Refund Policy

a) Changes and cancellations may be made up to, and over 24 hours prior to the commencement of the appointment in the timezone of the business. Customers may cancel via their Petboost account at "<https://www.petboost.com.au/c/bookings>" or in correspondence with Hound Health. Hound Health strongly encourages customers to self-service their change and cancellation requests to ensure a timely and efficient outcome.

b) If an appointment is changed or cancelled within 24 hours of the appointment's commencement in the timezone of the business, the customer is liable for a cancellation fee of 100% of the value of the booked service and any associated booking fees and charges if applicable.

c) Hound Health reserves the right to apply or waive the cancellation fee at its sole discretion, depending on the circumstances of the customer's request and the reasonableness of the situation.

7. User Conduct

You agree to use our Services responsibly, lawfully, and in compliance with applicable laws and regulations.

8. Third-Party Services and Content

Hound Health is not responsible for third-party websites, services, or content linked from our Site.

9. Intellectual Property

All content on our Site is the property of Hound Health or its content suppliers and is protected by applicable intellectual property laws. You may not reproduce, distribute, or use any content without our prior written consent.

10. Insurance

Hound Health is covered by professional indemnity insurance and public liability insurance.

11. Limitation of Liability

To the maximum extent permitted by law, Hound Health shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of profits, data, or other intangible losses, resulting from your use of our Services or any related claims.

12. Indemnification

You agree to indemnify, defend, and hold harmless Hound Health and its affiliates, officers, employees, agents, and partners from and against any and all claims, damages, obligations, losses, liabilities, costs, and expenses arising from your use of our Services or your violation of these Terms & Conditions.

13. Modifications

We reserve the right to modify these Terms & Conditions at any time. Your continued use of our Services constitutes acceptance of any changes.

14. Governing Law

These Terms & Conditions are governed by the laws of the applicable jurisdiction.

15. Contact Us

For any questions or concerns, please contact us at annika@houndhealth.com.au.

Waiver And Release Of Liability For Dog Daycare And Dog Boarding At Hound Health Pty Ltd

Please read the terms of the Disclosure and Liability Release carefully before signing. At Hound Health Pty Ltd, we prioritise your dog's safety and well-being. Every effort will be made to ensure your dog's visit is a safe and enjoyable one. Prior to using our dog daycare services, please read and agree to the following Waiver and Liability Release and our Terms of Service. By proceeding with any booking request for Hound Health Pty Ltd, you agree to the following;

Disclosure for Dog Daycare Services

1. **Vaccinations/Insurance/Health of Dog:** I warrant that my dog is current with all vaccinations, has appropriate insurance, and is in good health to the best of my knowledge.
2. **Aggressive Dogs/Parasites:** We reserve the right to refuse service, or to stop service in progress, if your dog poses a threat to themselves, other dogs, or Hound Health Pty Ltd staff, either by aggressive behavior, other behavior issues, or any health problem.
3. **Owner Responsibility:** I agree to be solely responsible and liable for any and all acts of behavior by my dog(s). This may include, but is not limited to, injury or death to my dog, injury or death to another dog(s), or injury or death to any individual providing services at our facility or other clients.
4. **Emergency Care:** If your dog is injured or becomes ill, we reserve the right to administer first aid and procure veterinary services if necessary. If your dog receives treatment, medication, or other attention, you agree to pay all expenses directly to the veterinarian and will not hold Hound Health Pty Ltd or any individual providing services responsible or liable for any resulting expense.
5. **Mixing of Dogs:** I understand that the dog daycare environment allows dogs to play and interact directly with one another. I acknowledge that, due to this environment, injuries to dogs may occur. I agree not to hold Hound Health Pty Ltd or any individual performing services responsible for any injuries which might result from my dog's participation in the daycare.
6. **Personal Belongings:** I understand that Hound Health Pty Ltd is not responsible for the loss or damage of personal items, such as toys or bedding, brought to the facility.
7. **Additional Charges:** We reserve the right to charge additional fees for services we consider over and above the normal covered by our standard rates. This could be difficulty in managing the dog due to behavior, medical needs, or other special requirements.

8. Cancellation & No-Show Policy: I understand and agree that if I fail to show up for my scheduled appointment or cancel with less than 24 hours' notice, I will be charged a cancellation fee up to the entire cost of the service.
9. Late Pick Up: I agree to pick up my dog within the designated pick-up window or notify the facility if I am unable to do so. I understand that a late pick-up fee may be incurred.
10. Photography: I agree to give Hound Health Pty Ltd the right and permission to use photos of my dog taken while in their care for illustration, art, promotion, advertising, social media, or any other purpose.
11. Release of Liability: I agree and understand and hereby release Hound Health Pty Ltd, owners, partners, contractors, volunteers, financially or otherwise, for injuries to my dog, myself, or any property of mine while my dog is participating in services or on site at Hound Health Pty Ltd.

Note: This waiver applies to all members of the family that care for the dog(s).

I agree that I have read and understand the rules and conditions for Hound Health Pty Ltd.
