

# 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](mailto:annika@houndhealth.com.au).