



Terms and Conditions

Customer Consultations & Meet-and-Greets

Our initial meet and greet gives you complete peace of mind regarding the high standard and care of our service. It also allows us to become familiar with your property and discuss all the fine details concerning your pet's routine and needs. Everything covered in this consultation, along with your specific instructions, will be saved directly to your client profile for future bookings, which you can review or update whenever necessary.

Dog Walking & Outdoor Adventures

Group Limits: To ensure the safety of your pets, we walk a maximum of 5 dogs per handler at any time.

Leash Protocols: All dogs are walked strictly on-leash, unless visited in an officially designated, fully enclosed dog park.

Supplies & Gear: Eco-friendly dog waste bags are provided by the Happy Paws team for every outing. While Happy Paws team members carry their own leads, we ask that you supply your dog's fitted harness if they wear one. We strictly do not use retractable flexi-leads.

Behaviour Disclosures: You must notify the Happy Paws team prior to walking if your dog has any history of reactive, anti-social, or aggressive behaviour to help us prevent potential incidents.

Weather Safety: The safety and comfort of your pet is our top priority. We monitor forecast weather conditions continuously and will reach out to reschedule if conditions become excessively hot or wet for safe walking.

Property Access, Security & Key Protocols

Lockboxes & Safe Access: For clients utilising regular dog walking we strongly recommend placing a key lockbox on-site. This eliminates the risk of misplaced keys, keeps access consistent, and ensures fast entry for us or emergency contacts should your pet ever need urgent assistance.

Physical Keys: We ask for standard physical house keys rather than electronic garage remotes to guarantee access in the event of local power outages. We advise clients to supply two sets of keys, allowing one primary key for your walker and a second backup key stored securely on file in our office.

Premises & Yard Security: Happy Paws by Angus is not responsible for pre-existing damage to home structures, fencing, or gates, nor for securing faulty or improperly maintained locks. While every precaution is taken, we are not liable for property damage caused by pets while left unattended inside or outside the residence.

Fees & Cancellations

Payment Terms: The Happy Paws team requires all service invoices to be settled within 7 days of service completion.

Notice Periods: Happy Paws requires a minimum of 24 hours advance notice for any booking cancellations otherwise service fee will be charged.

Early Terminations: Full service fees remain payable if a walk must end early due to unsuitable equipment, undisclosed behavioural issues, or if a client is home and decides the walk is no longer required upon our arrival.

Inclement Weather & Heat Protocol

Light Rainfall: Walks will proceed as scheduled during light rain, with a thorough towel-dry provided for your pet upon return.

Severe Storms & Extreme Heat: In the case of severe weather (such as heavy downpours, electrical storms, or high pavement temperatures), outdoor time may be shortened and converted to structured covered play, mental enrichment, or applied as a credit toward a future visit.

Cancellation Deadlines: To cancel a rainy-day walk entirely without incurring a fee, please ensure you cancel outside the standard 24-hour notice window.

Veterinary Emergencies & Waiver of Liability

Emergency Medical Care Authorisation: In the event of a pet medical emergency, Happy Paws by Angus will make every reasonable attempt to contact you and your designated emergency contacts immediately. If you are unreachable, you authorise Happy Paws by Angus to transport your pet to your preferred veterinary clinic or the nearest emergency animal hospital. The pet owner assumes full financial responsibility for all veterinary costs incurred.

Activity & Group Play Waiver: The client acknowledges that Happy Paws by Angus allows dogs to socialise and play off-leash in secure areas such as fully fenced dog parks. The client understands that close interaction between animals carries inherent risks of accidental injury. The client agrees that Happy Paws by Angus shall not be held liable for any illness or injury, and expressly waives all claims against Happy Paws by Angus or its staff for any injury, loss, or illness sustained by their pet or property while under our care. Happy Paws by Angus commits to fulfilling all services in a safe, reliable, hygienic, and trustworthy manner.

Behavioural Liability: The client agrees to fully disclose any known behavioural traits, food or resource guarding, or past aggression toward humans or other animals. The client remains solely financially liable for any harm or damage caused by their pet while in the care of Happy Paws by Angus.

Pet Health Requirements: All pets accepted into our care must be in good general health. Veterinary information and current vaccination records must be supplied to Happy Paws by Angus during our initial consultation and updated immediately as changes occur. Pets must maintain an active flea and tick preventative routine while in our care. Under no circumstances will Happy Paws by Angus or its representatives be held responsible for Paralysis Tick, Canine Cough/Influenza, injury, illness, loss, death, or property damage occurring while an animal is under our supervision.

Media Release

Media & Photo Release: Happy Paws by Angus may take photos or short videos of your pet during service visits to provide you with updates and for use on our website or social media channels. You may opt out of promotional image use at any time by notifying us in writing.

Upon engaging Happy Paws by Angus the client is bound by our terms and conditions which are located on our website.

Questions about the Terms and conditions should be sent to us at info@happypawsbyangus.com.au

Happy Paws by Angus Pty Ltd · ABN 73 702 622 811