

## CLIENT SERVICE TERMS & CONDITIONS AGREEMENT



Thank you for trusting Posh Paws Gold Coast with your pets and your home. Please read the following terms carefully. By agreeing below, you confirm that you understand and agree to the terms outlined.



### 1. BOOKING & AGREEMENT

- A booking is confirmed once the booking fee is paid and our services are agreed upon.
- These Terms & Conditions apply to all services provided by Posh Paws Gold Coast.
- You agree to provide accurate and up-to-date information about your pets, your home, and any special instructions.



### 2. SERVICES PROVIDED

- We provide in-home care for your pets and your home. Discreet, attentive care for your home environment included as part of your pet's stay—ensuring everything is cared for while you're away.
- You'll receive regular updates, including photos or videos, so you can see your pet settled, content, and well cared for every step of the way.
- We spend the majority of our time at home with your pet to ensure their comfort and wellbeing.



### 3. HOME ACCESS & KEY RESPONSIBILITY

- You authorise Posh Paws Gold Coast to access your home using the keys, lock box codes, remotes or access details you provide.
- All keys, remotes and codes are stored securely and used only for the services booked.
- Please provide a backup access option where possible.
- Keys will be returned as arranged at the end of the booking unless ongoing care is required due to travel delays or extended services.



### 4. VETERINARY CARE & EMERGENCIES

- In the event of an emergency, we will contact you, your backup contact and your emergency contact.
- If we are unable to reach anyone, you authorise us to seek immediate veterinary care for your pet.
- We will attend your preferred veterinarian where possible, or the nearest suitable clinic.
- You authorise treatment up to the pre-approved amount you have provided.
- You agree to cover all veterinary and associated costs, including transport.
- **Weather Woes & Emergencies:** In emergencies or severe weather events, we will follow local authority guidance and act in your pet's best interest.



### 5. YOUR HOME & OUR RESPONSIBILITY

Your home is your sanctuary, and we treat it with the utmost respect. We do not invite guests into your home and are proud to be non-smokers and non-drinkers. Our commitment is to leave your space exactly as you entrusted it to us—clean, secure, and cared for with integrity and professionalism.

- We are responsible for any incidents that occur due to our negligence or misconduct.
- Outside of this, we ask for your understanding knowing your pet is always treated with genuine care and respect.



### 6. SERVICE LIMITATIONS & SAFETY

- For the safety of all involved, we reserve the right to refuse or cancel services if a pet poses a safety risk.
- Should an unexpected situation arise, we'll contact you promptly and do our very best to work together on an alternative care solution.



### 7. PAYMENTS & FEES

- A \$50 booking fee is required to secure your dates.
- The remaining balance is due on the first day services begin.
- Payments are processed securely via our platform using your preferred credit or debit card.
- Additional charges may apply for extra services, extended hours or last-minute changes.



### 8. PHOTOS & UPDATES

- Photos or videos of your pet may be shared with you during services and may also be used on our social media or website for marketing purposes.
- No personal details or locations will ever be disclosed. Please advise if you do not wish for media to be shared.



### 9. CANCELLATIONS

- Please provide at least 48 hours' notice if you need to cancel.
- The \$50 booking fee is non-refundable in the event of cancellation.



### 10. MAKING IT OFFICIAL

On the consent checkbox you must tick **"I have read and agree"** to the Terms & Conditions and Waiver" to proceed with a booking.

