

Zina's Pet Patrol – Terms & Conditions

1. Liability for Damages

The owner agrees to be fully responsible for any damage caused by their pet to the property or to any staff members. This includes, but is not limited to, damages to furniture, fixtures, and injuries to staff.

2. Veterinary Care

In the event of a medical emergency, the owner authorises Zina's Pet Patrol to seek veterinary care at the nearest available veterinary clinic. The owner agrees to be fully responsible for any and all veterinary bills incurred during the emergency.

3. Provision of Food

Owners are required to provide sufficient food for their pets staying with Zina's Pet Patrol for long-term stays. This includes specific instructions on the type, quantity, and frequency of feedings. If food is not provided, additional charges may apply.

4. Vaccinations and Health

All pets must have up-to-date vaccinations and must be updated in the system. The owner must disclose any known medical conditions, allergies, and medications that the pet requires. Special conditions may apply for puppies.

5. Behaviour

The owner must provide accurate information regarding their pet's behaviour, including any aggressive tendencies or socialisation issues. Zina's Pet Patrol reserves the right to refuse service if the pet poses a risk to staff or other animals.

6. Pick-Up and Drop-Off Times

Standard times are from 7:00am to 9:00am and 4:30pm to 6:00pm. If these times are not suitable, the client must provide at least one day's notice. Additional fees may apply.

7. Cancellation Policy

Cancellations must be made at least 7 days in advance. A full refund will be provided for cancellations made with at least 7 days' notice.

8. Payment Terms

Payments are automatically debited from the card registered on PetBoost. Please ensure sufficient funds are available by the time your appointment finishes. Late payments may result in cancellation of services.

9. Use of Photos and Videos

The owner grants permission for Zina's Pet Patrol to take photos and videos of their pet for use on social media and promotional materials unless they opt out during registration.

10. Indemnification

The owner agrees to indemnify and hold harmless Zina's Pet Patrol, its employees, and agents from any claims, costs, damages, and liabilities arising from the pet's actions, including damages or injuries caused to other animals, people, or property.