

Effective Date: These Terms & Conditions take effect immediately upon the Client's signature, booking confirmation, or continued use of Coastal Canine Connection's services.

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1. Agreement to Terms

By engaging Coastal Canine Connection ("we", "us", "our"), you ("Owner", "Client") agree to be bound by these General Terms & Conditions, together with any service-specific agreements, waivers or policies provided at the time of booking.

These terms apply to all services, including but not limited to daycare, training, boarding, and stay & train programs.

2. Owner Representations

The Owner warrants that:

1. Health & Vaccinations

- The dog is in good health, free from contagious conditions, parasites, and illness.
- Vaccinations required by Coastal Canine Connection are current and evidence can be provided on request.

2. Behavioural Disclosure

- All behavioural issues—including fear, aggression, reactivity, resource guarding, or bite history—have been fully disclosed.
- The Owner acknowledges that withheld information may increase risks to staff, other dogs, and facilities.

3. Dog Ownership

- The Owner is legally responsible for the dog and authorised to enter into this agreement.

3. Health, Safety & Risk Acknowledgement

The Owner understands and accepts that participation in dog daycare, training, boarding, or related services carries inherent risks, including but not limited to:

- Dog-to-dog contact, rough play, or altercations

- Stress-related behaviours
- Environmental hazards
- Transmission of illness despite vaccination
- Injury or harm caused by the dog's own actions
- Interaction with external elements (e.g. wildlife, food scraps, weather, public spaces during training)

The Owner acknowledges and accepts these risks voluntarily and agrees to follow all safety instructions and policies.

4. Ownership of Risk & Liability

1. Liability for Dog's Behaviour

The Owner accepts full financial responsibility for:

- Damage caused by their dog to property, equipment, or facilities
- Injury to staff, contractors, or other animals caused by their dog
- Veterinary treatment required due to their dog's actions or pre-existing conditions

2. Limitation of Liability

Coastal Canine Connection will take all reasonable precautions for safety and care but is not liable for:

- Illness, injury, escape, or death of a dog
- Damage arising from the dog's behaviour
- Any indirect or consequential losses

Liability is limited except where Australian Consumer Law prohibits exclusion, or where loss results from Coastal Canine Connection's wilful misconduct.

5. Veterinary & Emergency Care

In the event of illness or injury, we will attempt to contact the Owner immediately. If unreachable, the Owner authorises Coastal Canine Connection to:

- Seek veterinary care from a licensed veterinarian
- Approve necessary diagnostic or emergency treatment
- Transport the dog to a veterinary facility where required

The Owner agrees to pay all associated veterinary costs, transport fees, and medication expenses. No guarantee of treatment success is provided.

6. Payment Terms

1. General

- All fees must be paid as outlined in our Payment & Usage Policy.
- Surcharges may apply for EFTPOS or late payments.

2. Deposits

- Deposits, where required, are non-refundable unless otherwise stated in service-specific policies.

3. Overdue Accounts

- Interest or collection fees may be applied to overdue accounts.

7. Cancellation, Rescheduling & Refunds

All cancellations, refunds and rescheduling are governed by our **Cancellation & Refund Policy**, which forms part of this agreement.

8. Behaviour & Safety Management

Coastal Canine Connection reserves the right to:

- Remove a dog from group activities
- Refuse, suspend, or terminate services
- Require private training prior to returning to group environments
- Decline future bookings

This may occur where a dog poses unreasonable risk, displays escalating behaviour, or is unsuitable for the booked service.

No refund or credit is guaranteed in such circumstances.

9. Dog Belongings & Personal Items

While reasonable care will be taken, Coastal Canine Connection is not responsible for loss or damage to collars, leads, bedding, toys, crates, or any personal items left with the dog.

10. Media Release

Unless the Owner opts out in writing, Coastal Canine Connection may:

- Photograph or film the dog
- Use content for marketing, training demonstrations, or social media
- Publish images without identifying the Owner's full name

No compensation is owed for such use.

11. Drop-Off, Pick-Up & Abandoned Dogs

1. Timeliness

Dogs must be collected during designated pick-up times, unless alternative arrangements have been agreed.

2. Failure to Collect

If a dog is not collected within 48 hours of the scheduled pick-up time and we cannot reach the Owner or emergency contact, the dog may be:

- Transferred to a boarding facility at the Owner's cost, or
- Handed to local animal authorities

All outstanding fees must still be paid.

12. Dispute Resolution

In the event of a disagreement, the parties agree to attempt resolution through good-faith discussions prior to taking any formal action.

13. Amendments

Coastal Canine Connection may update these Terms & Conditions at any time. Continued use of our services constitutes acceptance of the updated terms.

14. Governing Law

These Terms & Conditions are governed by and interpreted in accordance with the laws of New South Wales, Australia.

15. Acknowledgement

By booking or using our services, the Owner confirms that they have:

- Read and understood these Terms & Conditions
- Received the relevant service-specific waiver/indemnity (where applicable)
- Agreed to be legally bound by this agreement

Name

Date

Signature

