



**Thank you for entrusting the care and attention of your pet to IC Happy Tails Animal Care.**

## TERMS AND CONDITIONS

- Your access to and use of the Service is conditional upon your acceptance of and compliance with these Terms.
- The client accepts the Terms and Conditions by finalisation of booking IC Happy Tails Animal Care.

## PRIVACY STATEMENT

We are committed to protecting your privacy.

## INFORMATION COLLECTION, USE, AND SHARING

- We are the sole owners of the information collected on this site.
- We only have access to collect information that you voluntarily give us via this booking platform or in person.
- We will not sell or rent this information to anyone.
- We will use your information to respond to you, regarding the reason you contacted us.
- We will not share your information with any third party outside of our organisation.

## COOKIES

- Like most interactive web sites this Company's website [or ISP] uses cookies to enable us to retrieve user details for each visit.

- Cookies are used in some areas of our site to enable the functionality of this area and ease of use for those people visiting. Some of our affiliate partners may also use cookies.

## PUBLIC LIABILITY POLICY

- IC Happy Tails Animal Care agrees to provide all services as contracted with the client in a reliable and trustworthy manner.
- The client acknowledges current IC Happy Tails Animal Care fees at the time of booking the service.
- IC Happy Tails Animal Care may alter its fees with reasonable notice to the client.
- The client acknowledges 50% loading of service fees on Public Holidays.
- In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against IC Happy Tails Animal Care, unless arising from gross negligence on the part of IC Happy Tails Animal Care.
- The Client agrees to notify IC Happy Tails Animal Care of any concerns within 24 hours of returning home via email at ichappytails@gmail.com.
- IC Happy Tails Animal Care shall not be held responsible for pets that bite, suffer an accidental death or escape from faulty fencing or from inside the home due to faulty screens, doors, etc.
- IC Happy Tails Animal Care shall not be held responsible for fines levied by council, police or other authorities pertaining to animal behaviour and regulations.
- IC Happy Tails Animal Care shall not be held responsible for the retrieval of any missing animal.
- IC Happy Tails Animal Care shall not be held responsible for any complications pets may suffer or actions of pets while they are unattended.
- IC Happy Tails Animal Care shall not be held responsible for the loss, injury, death, or actions of any pet that the client has let outside or has instructed IC Happy Tails Animal Care to allow outside while IC Happy Tails Animal Care are not there. This includes pets with doggie doors and outdoor pets.
- IC Happy Tails Animal Care reserves the right to move an outdoor pet to shelter in the event of extreme temperatures/weather.
- IC Happy Tails Animal Care are not responsible for damages/costs involved with this move.
- The client understands that all pets (where appropriate) must have their veterinarian details on file.
- The client understands that all pets (where appropriate) must be up to date on appropriate flea treatments, vaccinations and medications.
- Client agrees to reimburse IC Happy Tails Animal Care for all costs (including, but not limited to, medical care) associated with contracting any ailments while exposed to pet(s).

- IC Happy Tails Animal Care will not sit for acutely ill animals or those with uncontrolled medical conditions. We suggest the pet be boarded with a vet.
- The client is responsible for any and all costs associated with any and all emergency visits to a vet plus the additional time taken.
- IC Happy Tails Animal Care do not accept aggressive animals. Client agrees to be responsible for all costs (including, but not limited to, medical care, legal fees, etc) if client's pet should bite/injure another person or animal.
- IC Happy Tails Animal Care do not diagnose, provide prognoses, or make therapy decisions. Any veterinary/medical concerns will be referred to a veterinarian. However, we will advise when and if we identify a possible problem to the best of our abilities.
- IC Happy Tails Animal Care accepts no responsibility for negligence of any kind to home or pet(s) where entry to premises is given to a friend, relative, neighbour or any other party, including but not limited to Real Estate Agents, Cleaners and/or Tradesmen.

## SERVICES

### Pet Sitting:

- It is the client's responsibility to provide any and all food and provisions necessary to carry out the service.
- The client must explain all the details related to feeding and housing of their pet(s).
- The basic fee will be reviewed where the pet sitting service requires more complicated feeding or more time-consuming food preparation. This will be reviewed and discussed during the Meet & Greet.
- IC Happy Tails Animal Care offers the following complimentary services with Pet Sitting, bringing in mail and newspapers, putting out and bringing in rubbish bins on the appropriate days. This will be discussed during the Meet & Greet.
- IC Happy Tails Animal Care will administer basic medication but must be fully informed and shown how the medication is to be given.
- IC Happy Tails Animal Care will not sit for acutely ill animals or those with uncontrolled medical conditions. We suggest the pet be boarded with a vet.
- IC Happy Tails Animal Care requires a 50% deposit to confirm the booking, with the balance due at commencement of the service.
- For any account not settled within 14 days of the due date, a reminder will be sent with an additional accounting fee in respect of administrative costs incurred.
- Should it be necessary for further reminders to be sent, further charges will be incurred. These however may be deducted if payment is made promptly.

- After due notice, overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt.
- Your Critter Sitter does not accept cheques for payments.
- Credit card payments will attract a fee commensurate with the cost of providing the service.

### Dog Walking:

- The client will provide keys where necessary for access.
- All new dogs will be subject to a maximum 6-week probationary period.
- If IC Happy Tails Animal Care deems the behaviour or personality of a dog has changed to the extent it has become a danger to itself, our Team or other animals or persons, we reserve the right to cease the Dog Walking contract.
- The client acknowledges that IC Happy Tails Animal Care will not be held responsible for any accident or injury resulting from general play or activities within the dog park. These activities include positive play between dogs, ball chasing, Frisbee chasing.

### Transport:

- IC Happy Tails Animal Care requires clients to inform the service that your pet is being transported by our service.
- The client will provide appropriate safety equipment for the transport (crate/harness).
- IC Happy Tails Animal Care is not responsible for payment of any appointment fees for your pet.

### KEYS AND HOME SAFETY

- Key pick up and drop off will be discussed at the initial Meet & Greet.
- The client will ensure that alarm procedure is fully explained and understood at the time of the Meet & Greet.
- However, if for whatever reason the alarm should be tripped all associated costs are the responsibility of the client.
- It is the client's responsibility to ensure their pets will be safe when left at home.
- IC Happy Tails Animal Care accepts no responsibility for negligence of any kind to home or pets where entry to premises is given to a friend, relative, neighbour or any other party, Real Estate Agents, Cleaners or Tradesmen.
- The client must inform IC Happy Tails Animal Care if the premises are under close circuit or direct stream image recording.