

## **Highland Hounds Service Agreement & Client Policies**

At Highland Hounds, we are committed to providing professional, safe, reliable, and welfare-focused pet care services.

Our services include dog walking, pack walks, training, behaviour support, pet sitting, home visits, enrichment visits, transport, and general pet care services.

To maintain a high standard of care for all pets and clients, the following policies apply to all services provided by Highland Hounds. By booking with us, you acknowledge that you have read, understood, and agreed to these terms.

### **1. Access to Property**

Clients must provide safe, reliable, and uninterrupted access to their property at the agreed service times.

This may include keys, lockboxes, alarm codes, gate codes, or other access instructions.

All access information must be accurate and kept up to date. If access cannot be gained at the scheduled service time, the service will be considered completed and charged in full.

Pets must be safely secured and the property must be safe for staff to enter and exit.

### **2. Payment Terms**

All services are payable in advance unless otherwise agreed in writing.

Recurring services may be invoiced weekly or fortnightly.

One-off services must be paid prior to the scheduled booking.

Late payments may result in suspension of services until the account is brought up to date.

### **3. Cancellations & Schedule Changes**

A minimum of 48 hours notice is required for cancellations or changes to scheduled services.

Services cancelled within 48 hours will be charged in full.

Due to route planning and scheduling commitments, last-minute changes may not always be accommodated.

### **4. Weather & Environmental Conditions**

The safety and wellbeing of all pets remains our highest priority.

Services may be modified, shortened, relocated, substituted with enrichment activities, or rescheduled during periods of extreme heat, storms, flooding, bushfire risk, or other unsafe environmental

conditions.

These decisions are made at the discretion of Highland Hounds and do not warrant refunds.

## 5. Health & Behaviour Disclosure

Clients must disclose all relevant information regarding their pet's health, behaviour, and history.

This includes but is not limited to:

- Medical conditions
- Injuries
- Medications
- Allergies
- Reactivity
- Anxiety
- Aggression
- Bite history
- Escape behaviours
- Recent illness
- Behavioural concerns

Pets must be physically suitable for the services booked and maintained on appropriate vaccination and parasite prevention programs.

Failure to disclose relevant information may result in immediate suspension or termination of services if safety or welfare is compromised.

## 6. Equipment Requirements

Clients are responsible for providing safe, secure, and appropriately fitted equipment.

This includes collars, harnesses, leads, muzzles where required, and any other handling equipment necessary for safe management.

Highland Hounds reserves the right to refuse the use of unsafe, damaged, or unsuitable equipment and may require alternative equipment before services proceed.

## 7. Dog Walking & Pack Walk Placement

Not all dogs are suitable for group walks.

Placement in pack walks is determined by temperament, behaviour, social skills, training level, and group compatibility.

Highland Hounds reserves the right to remove, decline, or suspend participation where a dog is considered unsuitable for a group environment or presents a risk to other dogs, staff, or members of the public.

## 8. Training & Behaviour Support

Highland Hounds is committed to providing professional guidance, training, handling, and behaviour support tailored to each individual dog and family.

Our goal is to help owners better understand their dogs while creating practical, sustainable improvements in behaviour, confidence, and everyday life.

While our services are designed to support positive behavioural change, meaningful and lasting results rely on consistency beyond our sessions.

Training is most effective when owners actively participate in the process and continue implementing the techniques, routines, management strategies, and recommendations provided.

Every dog is an individual, and progress may vary depending on factors such as age, genetics, temperament, environment, lifestyle, previous experiences, health, and owner involvement.

For this reason, Highland Hounds cannot guarantee specific behavioural outcomes, timelines, or results.

By engaging our services, clients acknowledge that training is a collaborative process and that ongoing reinforcement, consistency, and commitment within the home environment play an important role in achieving long-term success.

## 9. Pet Sitting & Home Visit Services

Clients must provide clear instructions regarding feeding, exercise, medication, household routines, and any specific care requirements.

Unless otherwise agreed in writing, pet sitting and home visit services do not provide constant supervision.

Service times are approximate and may vary due to traffic, weather, emergencies, scheduling requirements, or unforeseen circumstances.

## 10. Medication Administration

Where agreed, Highland Hounds may administer routine medications.

Clients must provide clear written instructions regarding dosage and administration requirements.

While reasonable care will be taken, Highland Hounds accepts no responsibility for complications arising from undisclosed conditions, inaccurate instructions, adverse reactions, or pre-existing medical concerns.

Medication administration does not replace veterinary care.

## 11. Food, Supplies & Pet Essentials

Clients are responsible for supplying adequate food, medications, treats, litter, bedding, leads, collars, harnesses, and any other items required for the duration of services.

Should emergency purchases become necessary to maintain the welfare of a pet, Highland Hounds reserves the right to obtain required supplies on the owner's behalf.

All associated costs will be payable by the owner.

## 12. Delayed Return Home

If a client is delayed returning home while pet sitting or home care services are being provided, Highland Hounds will make reasonable efforts to continue care where scheduling permits.

Additional visits, extended stays, or emergency arrangements may incur additional charges.

Clients are responsible for maintaining communication regarding travel delays and ensuring emergency contacts are available if required.

## 13. Home Security & Property Responsibility

Clients are responsible for providing accurate information regarding locks, gates, alarm systems, fencing, and property access.

Highland Hounds will take reasonable care to secure the property upon departure but cannot be held responsible for issues arising from faulty locks, damaged fencing, malfunctioning security systems, or inaccurate information supplied by the client.

## 14. Emergency Veterinary Care

In the event of illness, injury, or emergency, Highland Hounds will make reasonable efforts to contact the owner immediately.

Where the owner cannot be reached, Highland Hounds reserves the right to seek veterinary treatment on the owner's behalf where deemed necessary for the welfare of the animal.

All veterinary expenses, transport costs, emergency call-out fees, and associated costs remain the responsibility of the owner.

## 15. Contagious Illness & Biosecurity

Clients must notify Highland Hounds of any contagious illness, parasites, infections, or health concerns affecting their pets.

Services may be modified, postponed, or suspended where a health risk exists to staff, other animals, or the wider community.

## 16. Additional Household Animals

Where services involve cats, birds, reptiles, small animals, livestock, or other household pets, clients must provide appropriate care instructions.

Highland Hounds reserves the right to decline services involving animals that fall outside our experience or pose a safety risk.

## 17. Liability

While every reasonable care is taken, clients acknowledge that working with animals carries inherent risks.

Highland Hounds shall not be held liable for illness, injury, loss, escape, theft, property damage, behavioural incidents, veterinary expenses, or death arising from circumstances outside our reasonable control.

This includes but is not limited to pre-existing medical conditions, undisclosed behavioural concerns, unpredictable animal behaviour, environmental hazards, third-party actions, equipment failure, and acts of nature.

By engaging our services, clients acknowledge and accept these inherent risks.

## 18. Media Consent

Photos and videos may be taken during services for educational, training, marketing, and social media purposes.

If you do not wish for your pet to be featured, this must be advised in writing prior to services commencing.

## 19. Service Time Windows

All services operate within designated service windows rather than guaranteed arrival times.

While every effort is made to maintain consistency, arrival times may vary due to weather, traffic, emergencies, route changes, animal welfare concerns, or operational requirements.

## 20. Service Refusal & Termination

Highland Hounds reserves the right to decline, suspend, or terminate services where:

- Safety concerns exist
- Aggressive or dangerous behaviour occurs
- Policies are not followed
- Required information has not been disclosed
- Payment obligations are not met
- A pet is deemed unsuitable for the service provided

Where possible, notice will be provided. However, immediate termination may occur where safety, welfare, or business operations are compromised.

## Agreement & Acceptance

By proceeding with a booking, you acknowledge that you have read, understood, and agree to all Highland Hounds policies outlined above.

A completed client profile, service agreement, emergency contact details, and veterinary authority form may be required prior to the commencement of services.

Services will not commence until all required documentation has been completed and accepted.