

## Dogz Gone Wild Terms & Conditions

### ***Client Agreement Dogz Gone Wild.***

Effective Date: Once signed copy is returned/uploaded

These Terms and Conditions are entered into between Dogz Gone Wild and the below client for the provision of dog walking services. By booking any dog walking service with us, you agree to the following terms:

#### 1. Services Provided

We offer professional dog walking services, which may include:

- Solo or group walks
- Pick up and drop off completed by Dogz Gone Wild
- Socialisation in dog friendly parks, beaches or on trails
- Treats (depending on the need to reward dogs and their dogs allergies advised in onboarding forms)
- Basic report/updates and feedback after booking is completed
- Photography or videography of your dog

Services will be rendered as scheduled and agreed upon in writing.

Group walks and adventures involve interaction with other dogs and natural environments. You acknowledge there is an inherent risk of minor injury, illness, or stress despite reasonable care being taken.

#### 2. Client Responsibilities

You agree to:

- Provide accurate and up-to-date information about your dog(s), including behavior, medical conditions, and vaccination status.
- Ensure all dogs are licensed and vaccinated in accordance with local council laws.
- Supply any necessary equipment (e.g., collar, harness, keys, instructions).
- Notify us of any changes in your pet's health or behavior.

You warrant that your dog is up to date with vaccinations required by local council law, free from fleas, ticks and contagious illness, and has no undisclosed history of aggression, biting or dangerous behaviour.

#### 3. Health and Safety

- Dogs must be in good health to participate in adventures.
- We reserve the right to refuse service if a dog shows signs of aggression, illness, or poses a danger to others.
- If a dog becomes ill or injured during a walk, we will attempt to contact you immediately and, if necessary, seek veterinary attention at your expense in an emergency. You authorise Dogz Gone Wild to transport your dog to a veterinarian and approve emergency treatment if we cannot reasonably contact you, acting in your dog's best interests. All costs remain your responsibility.

#### 4. Cancellations and Rescheduling

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- Cancellations must be made at least 24 hours in advance to avoid a cancellation fee and so we can fill your spot with the next client in the waiting list.
- Late cancellations or no-shows may be charged 100% of the scheduled service fee.
- We reserve the right to reschedule or cancel services due to severe weather, emergencies, or unsafe conditions.

### 5. Access to Property

- You agree to provide safe and reliable access to your home or designated pick-up area.
- If we are unable to access your pet due to faulty keys or locked gates, the scheduled walk will be considered a "no-show" and charged accordingly.
- You agree that Dogz Gone Wild is not responsible for damage caused by your dog to property during collection or return, nor for any security systems not disclosed to us in advance.

### 6. Leash Policy

- Dogs may be permitted off-leash only in fully enclosed areas or in designated council-approved off-leash locations, and only where their recall has been assessed as reliable

### 7. Inclement Weather Policy

- Walks may be shortened or modified in case of extreme heat, cold, thunderstorms, or unsafe conditions.
- We will ensure your pet gets a bathroom break and some exercise to the extent safely possible.
- Severe weather or heat adventure days may result in dogs receiving play and socialisation at the Dogz Gone Wild headquarters to keep them and handlers safe.
- By accepting these terms, you consent to your dog being temporarily cared for at Dogz Gone Wild premises or another safe location in extreme weather conditions.

### 8. Transport

- Transport of your dog is provided using a vehicle equipped for pet transport. You acknowledge that transport carries inherent risks, and Dogz Gone Wild is not liable for injury arising from transport except where caused by gross negligence.

### 9. Escaped/Lost Dogs

- While all reasonable precautions are taken, Dogz Gone Wild is not responsible for loss or escape of a dog except where caused by negligence. Recovery costs incurred at your request may be charged.

### 10. Assumption of pack risk

- You acknowledge and accept the risks associated with group dog activities, including accidental injury caused by normal play or interaction.

### 11. Insurance

- Dogz Gone Wild maintains public liability insurance appropriate for pet care services.

### 12. Photography

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- You consent to the use of photographs or videos of your dog for promotional purposes unless you notify us in writing otherwise.

### 13. Jurisdiction

- This agreement is governed by the laws of Queensland, and the parties submit to the exclusive jurisdiction of Queensland courts.

### 14. Variation

- Dogz Gone Wild may update these terms from time to time. Continued use of services constitutes acceptance of the updated terms.

### 15. Payment Terms

- Payment is due before the service begins.
- Accepted payment methods are PayID, bank transfer, cash or direct debit.
- No refunds are provided for shortened or modified services due to weather, safety, illness or unforeseen events where care has been provided.

### 16. Liability Waiver

- While we take every precaution, you understand and agree that Dogz Gone Wild is not liable for any injuries, illnesses, loss, or death of your pet(s) during the provision of services unless resulting from gross negligence or willful misconduct.
- You agree to indemnify and hold harmless the Dog Walker from any claims arising from your dog's behavior, including damages or injuries caused to third parties.
- Nothing in this agreement excludes, restricts or modifies any consumer guarantee, right or remedy under the Australian Consumer Law that cannot lawfully be excluded.

### 17. Termination of Services

- Either party may terminate services at any time with written notice.
- We may terminate services immediately if a dog is deemed dangerous or aggressive.
- Termination does not entitle you to a refund for services already scheduled or provided, except as required by law.

### 18. Agreement and Acknowledgment

By booking our services, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

***Full name,***

***Signature:***

***Dogs name:***

***Address:***

**DOGZ GONE WILD**

**ABN: 76031689240**