

Sandy Paws Terms and conditions

Bookings and Availability.

Bookings are not confirmed until you have received written confirmation. Clients booking solo dog walks must give 1 day notice minimum.

Clients booking Pet sitting must give minimum one week's notice. New clients are subject to a meet and greet prior to a booking confirmation. Specific visit or walk times are scheduled within the time window, not exact times, unless otherwise agreed. We reserved the right to decline or cancel any booking at our discretion.

Payment terms.

50% of the payment is required a week before pet sitting services begin and the remaining amount paid within 24 hours of commencing services. For recurring services, payments are processed automatically. If payment fails, bookings are paused until the balance is cleared. We do not attend visits with overdue accounts. Repeated failed payments will require prepayments.

Cancellations, Reschedules, and No Shows.

Cancellations within 48 hours are charged 50 %.

Same day cancellations are charged in full.

If we arrive and cannot access the pet due to missing keys or locked gates, the visit is charged in full.

Cancellations due to personal reasons and illness (including COVID) are all subject to the above cancellation terms. Cancel or reschedule as early as possible.

Safety and behaviour

Services are provided **only** for pets deemed safe to handle. Clients must disclose ANY bite history, aggressive behaviour or reactivity, before services begin.

We reserve the right to modify or discontinue services if a pet's behaviour creates safety risk to staff, the public or other animals.

Emergency Medical Assistance

If we believe a pet requires urgent veterinary care, in the first instance we will attempt to contact you. If you cannot be reached, you authorise us to seek veterinary care on your behalf at your cost. Sandy Paws will not be held liable for emergency veterinary care.

Abuse and Neglect.

As professional pet care providers, we act as advocates for the animal. If we suspect a pet is being abused or neglected by an owner or third party, we will document the evidence (photos/written logs) and notify local animal control or law enforcement as required by law.

Keys and Property Access

All clients keys are to be securely stored and kept in a safe location when not in use. Clients must provide a physical key/ key safe/ lockbox or digital entry instructions before leaving.

If we are unable to access property at the scheduled time due to incorrect or missing information, we will attempt to contact the owner immediately. If access is still not possible, the visit will be treated as completed and charged in full.

We are not liable for security issues resulting from faulty locks, alarms, or unclear instructions.

Weather

Our services run in most weather conditions. Light rain or warm days do not qualify for cancellation. In heavy rain or heat, we may modify activity for the safety and benefit of your pet. If the weather is unsafe, we may cancel or modify services. These bookings remain chargeable as time and staff have been reserved, We will offer an alternative day.

Communication

We respond within 24 business hours. We do not provide support through social media DMs. Disrespectful communication will result in service refusal.

Photos and Privacy

Photos and videos of your pets may be taken during services for client updates and business promotion (e.g. social media, website). No personal information will ever be shared publicly. If you prefer your pet or home not to appear in any marketing content, you may opt out in writing at any time. Sandy Paws do not sell or share your data, except with trusted partners (e.g payment processors) as required. You can request access, updates, or deletion of your data at any time by contacting us.

Service Limits

Dogs must be assessed as suitable for solo dog walking before booking.

Maximum of 3 dogs per walk.

Home visits are limited to the booked time frame, additional time, extended care, or extra pets must be agreed upon in advance. This will incur additional fees.

Overnight stays include a set arrival/ departure window unless otherwise is arranged.

Refunds and Credit Cards

If a service cannot be completed due to circumstances within my control, a refund will be offered for that portion of the service.

No refunds will be issued for early returns or unused services once a booking has commenced.

Credit/ debit cards, bank transfer or other agreed methods are accepted.

Clients may be required to keep a valid card on file to secure bookings and cover any additional charges. Any extra services or expenses incurred during the booking will be charged to the card on file with notification provided. Pet boost complies with applicable data protection laws and regulations including Australian privacy laws. All data is encrypted during transfer and when stored. Sandy Paws only uses your information to provide our services. Sandy Paws do not sell or share your data, except with trusted partners (e.g payment processors) as required. You can request access, updates, or deletion of your data at any time by contacting us.

Agreement

By booking services, you acknowledge and agree to these Terms & Conditions.