

Paws in Good Hands: Client Service Policy & Terms of Care

Welcome to the Paws in Good Hands family! This policy is designed to ensure we are always on the same page, protecting your pets, your home, and our team.

1. The Meet & Greet

We start every new friendship with a Meet & Greet to understand your pet's personality, routine, and quirks.

- **Fees:** Mon–Fri: \$30 | Sat: \$34 | Sun: \$38.
- This is a paid appointment reflecting the time and preparation invested in your pet. The fee is non-refundable and due on the day.
- **Waiver:** This fee is waived if you live within 10km of Woodvale.

2. Concierge Booking Policy

To ensure consistency and the "Paws in Good Hands" quality, all bookings must come directly through Angela.

- **Insurance & Safety:** Our comprehensive business insurance only applies to bookings managed and paid directly through Paws in Good Hands. Booking privately with a team member means your pet and home are not covered under our policy.
- **Confirmation:** Bookings are only "locked in" once confirmed in writing by Angela.

3. Pet Health, Safety & Disclosure

- **Accuracy:** You confirm all information provided regarding your pet's health, behaviour, and home environment is accurate.
- **Behavioural History:** We cannot accept pets with a history of aggression toward people or other animals. If a pet becomes unsafe during a service, we reserve the right to terminate care immediately.
- **Health & Hygiene:** Pets must be free of fleas, ticks, and contagious illnesses. If fleas are found, a treatment and cleaning fee will apply.
- **Unsafe Environments:** We reserve the right to refuse service if a home environment is deemed unsafe or unsanitary for our team.

4. Veterinary & Emergency Care

- **Authorisation:** You authorise Paws in Good Hands to seek veterinary care if we believe it is necessary.

- **Cost Responsibility:** All veterinary fees, transportation costs, and related expenses are the sole responsibility of the owner.
- **Pre-Authorisation:** It is the owner's responsibility to notify their veterinarian that Paws in Good Hands is authorised to act on their behalf.
- **Emergency Fees:** If we are required to stay on-site for an emergency or transport your pet, an hourly rate will apply.

5. Payment & Booking Security We offer two ways to pay for your services:

- **Option A (Card on File):** For your convenience, if you have a card securely stored on our platform, payment will be automatically processed after every single job is completed on that day.
- **Option B (No Card on File):** If you do not have a card on file, full payment for the entire booking is due 48 hours before the first service commences to secure your spot.

6. Cancellation Policy

- **Within 48 hours:** 100% of the total service fee.
- **Within 1 week:** 50% of the total service fee.
- **Within 2 weeks:** 25% of the total service fee.
- **Early Returns:** Early returns or mid-booking cancellations are charged at the full rate.

7. The "Pack Your Bag" Policy (Supplies)

- **Walking:** Secure leads, harnesses, collars, and poo bags.
- **Training:** High-value treats and specific training aids.
- **Sitting/Boarding:** Food/treats for the entire stay (plus 2 extra days), medication instructions, bedding, and familiar toys.

8. Our Premium "Above & Beyond" Standard

- **Daily Updates:** Photos and videos so you can see they're happy.
- **The "Leave it Better" Rule:** We wheel in bins, bring in mail, tidy pet toys, and sweep up sand/mess.
- **Proactive Care:** If we notice anything unusual with your pet or home, you'll be the first to know.

9. Home Access & Security

- **Access:** We require a secure lockbox or door pin codes.
- **Key Policy:** For security reasons, staff are not permitted to keep personal keys.

10. Weather Policy (Rainy Days)

- **Service Continuity:** Services proceed in all weather conditions, including rain.
- **No Rescheduling:** Due to our fixed daily schedules, walks cannot be rescheduled for later in the day due to weather.
- **The "At-Home Engagement" Guarantee:** If conditions are deemed too poor for a safe walk, your walker will still visit the home for the full duration of the booking. This time will be spent providing "high-interaction engagement" indoors or on the property (e.g., play, mental stimulation, or affection).
- **No Credits:** No credits or refunds are issued for rainy days; we ensure your pet receives their full booked time of human interaction regardless of the weather.

11. Off-Leash Policy (WA Liability)

- **Leads Required:** For the safety of your pet and the community, all dogs will be kept on a lead at all times.
- **Written Permission:** We will only allow off-leash exercise if the owner has signed a specific 'Off-Leash Consent Form'.
- **Owner Risk:** By requesting off-leash exercise, the owner accepts all responsibility and liability for any injury, loss, or third-party damage that occurs while the dog is off-lead.

12. Damage & Third-Party Liability

- **Dog Behaviour:** The owner is liable for any damage or injury caused by their pet to any person (including the pet sitter), other animals, or property.
- **Indemnity:** The owner agrees to indemnify Paws in Good Hands against any costs, claims, or legal fees arising from the pet's behaviour or any third-party incidents.

13. Limitation of Liability

- While Paws in Good Hands will take all reasonable care, we are not liable for:
 - Natural illness, injury, or death of a pet not caused by negligence.
 - Property damage caused by the pet (e.g., chewing furniture, accidents indoors).
 - Escape of a pet if the property's fencing or gates are faulty/inadequate.

14. Social Media & Privacy

- **Photography:** You grant permission for Paws in Good Hands to use photos/videos of your pet for marketing and social media.
- **Privacy:** We will never post content that identifies your house number, street name, or security features.

15. Insurance & WA Law

- **Insurance:** Paws in Good Hands carries professional liability insurance via Pet Business International. This is not a substitute for your own pet/home insurance.
- **Compliance:** These terms are governed by the laws of Western Australia, including the *Animal Welfare Act 2002 (WA)* and *Australian Consumer Law*.