

Daycare Terms and Conditions – The Playful Pooch Dogcare

I declare that my dog is in good health, is free from injury, and has not displayed any aggressive, threatening, or dangerous behaviour towards any person or animal. I agree to immediately notify The Playful Pooch Dogcare of any changes to my dog's health, behaviour, or circumstances.

I acknowledge and accept that participation in daycare, grooming, transport, training, socialisation, and any other services provided by The Playful Pooch Dogcare carries inherent risks. I understand that The Playful Pooch Dogcare, its owners, employees, contractors, volunteers, and affiliated partners shall not be liable for any injury, illness, loss, damage, or expense suffered by my dog, myself, or my property arising from participation in any service provided.

I hereby release and indemnify The Playful Pooch Dogcare from any liability, claim, demand, action, or proceeding arising from my dog's attendance or participation in any service.

I understand that any medical, behavioural, or welfare concerns involving my dog will be managed by The Playful Pooch Dogcare staff in accordance with accepted industry standards and best practice. I accept full financial responsibility for any veterinary, behavioural, transport, treatment, or related expenses incurred in relation to my dog's health or conduct.

I acknowledge that group socialisation and play activities involve risks. While staff actively supervise dogs to minimise the likelihood of injury, I understand that minor scratches, nicks, bruises, or similar injuries may occur during normal play. Any noticeable injuries will be communicated to me upon collection where possible.

I accept full responsibility for any injury, damage, loss, or expense caused by my dog to persons, animals, property, equipment, or facilities while attending or participating in any service provided by The Playful Pooch Dogcare.

Emergency Veterinary Treatment

The safety and welfare of all dogs in our care is our highest priority.

In the event of illness, injury, or a medical emergency while my dog is attending The Playful Pooch Dogcare or participating in any service provided by The Playful Pooch Dogcare, I authorise staff to seek immediate veterinary treatment at the nearest available licensed veterinary clinic or hospital.

I understand that reasonable attempts will be made to contact me or my nominated emergency contact. However, where immediate treatment is required, I authorise veterinary treatment to proceed without prior consent.

All veterinary, transport, medication, treatment, hospitalisation, and associated costs incurred shall be the sole responsibility of the owner.

Abandoned Dogs and Late Collection

I agree to collect my dog at the agreed time or date. If my dog is not collected as arranged and I have not made prior arrangements with The Playful Pooch Dogcare, I authorise The Playful Pooch Dogcare to take any action necessary for my dog's ongoing care and welfare.

Where a dog is not collected and reasonable attempts to contact the owner have been unsuccessful, The Playful Pooch Dogcare may deem the dog abandoned and may transfer the dog to the relevant local council, animal welfare organisation, or the RSPCA.

I accept responsibility for all costs associated with the continued care, transport, boarding, veterinary treatment, or surrender of my dog and agree to reimburse such costs upon demand.

Photography and Marketing

I grant permission for The Playful Pooch Dogcare to photograph and/or record my dog and to use such images or recordings for promotional, educational, advertising, marketing, website, social media, and other business purposes without compensation.

Bookings, Cancellations and Rescheduling

Bookings are essential. Walk-in appointments are not accepted.

Cancellations or requests to reschedule daycare or grooming appointments must be made by 6:00pm on the business day prior to the scheduled booking. Failure to provide sufficient notice will incur a cancellation fee of \$10.00. This fee applies without exception.

Emergency bookings may be accommodated at the discretion of management and should be requested by telephone or Facebook message.

No daycare drop-offs will be accepted after 12:00pm unless prior arrangements have been approved.

Come and Try Sessions

All new daycare dogs must successfully complete a complimentary two-hour Come and Try assessment before regular daycare bookings can commence.

A completed Customer Portal registration, signed Terms and Conditions, and current vaccination certificate must be provided prior to attendance.

Vaccination Requirements

All dogs attending The Playful Pooch Dogcare must be current with their vaccinations in accordance with veterinary recommendations.

Proof of vaccination must be supplied before attendance and updated annually.

Puppies are accepted from four (4) calendar months of age, provided they are appropriately vaccinated.

Desexing Requirements

All dogs must be desexed by twelve (12) months of age.

Proof of desexing must be supplied for our records.

Restricted and Aggressive Dogs

Dogs that are declared dangerous, restricted, prohibited under South Australian legislation, or that display aggressive or unsafe behaviour may be refused entry, suspended, or permanently excluded from attending services at the sole discretion of The Playful Pooch Dogcare.

Health and Illness Policy

Dogs displaying signs of illness, including but not limited to vomiting, diarrhoea, coughing, sneezing, eye or nasal discharge, contagious skin conditions, parasites, or any other potentially infectious condition, must not attend The Playful Pooch Dogcare.

If a dog becomes unwell while attending our facility, owners will be contacted and may be required to arrange immediate collection of their dog.

The Playful Pooch Dogcare reserves the right to refuse entry to, or request collection of, any dog displaying signs of illness or injury where attendance may compromise the health, safety, or welfare of other dogs, staff, or visitors.

Behaviour and Safety

The Playful Pooch Dogcare reserves the right to remove any dog from group play, modify participation in activities, suspend attendance, or refuse services where staff believe there is a risk to the safety, health, or welfare of the dog, other dogs, staff members, volunteers, or members of the public.

Decisions regarding suitability for group play, daycare participation, grooming, transport, or any other service are made at the sole discretion of The Playful Pooch Dogcare and are final.

Pet Taxi Service

By booking or utilising The Playful Pooch Dogcare Pet Taxi Service, I authorise staff and authorised representatives of The Playful Pooch Dogcare to transport my dog to and from agreed locations.

I acknowledge that my dog will be appropriately restrained and transported in accordance with applicable animal welfare requirements; however, transport carries inherent risks, including injury, illness, accident, or unforeseen delays.

I authorise The Playful Pooch Dogcare to make reasonable decisions regarding my dog's care, safety, transport arrangements, and emergency veterinary treatment during transport if I cannot be contacted immediately.

I understand and accept that all veterinary, emergency, transport, cleaning, repair, or other costs arising from my dog's behaviour, illness, injury, accident, or medical emergency during transport remain my sole responsibility.

The Playful Pooch Dogcare reserves the right to refuse transport services to any dog that displays aggressive, dangerous, or unsafe behaviour, or where transport may compromise the safety of the dog, staff, or members of the public.

Facility Rules

- All dogs must remain on leash when entering and exiting the premises.
- Owners are responsible for maintaining control of their dog within reception and retail areas.

- Any damage caused by a dog to stock, equipment, fixtures, or property will be the financial responsibility of the owner.
- No children under 15 years of age are permitted within designated dog play areas.
- All dogs must be accompanied by a person aged 15 years or older.
- Visitors must keep hands and arms clear of fencing and must not enter through play area gates unless directed by staff.
- Staff will determine the most appropriate play area and entry point for each dog.

By signing these Terms and Conditions, I acknowledge that I have read, understood, and agree to be bound by all conditions outlined above.