

# **Care for Canines**

## **Terms of Service & Policies**

At Care for Canines, our goal is to provide safe, reliable and professional care for your pets. The below policies are in place to protect your pets, our team and ensure a smooth and consistent service for all clients.

## **Weather & Safety Adjustments**

In the event of extreme weather conditions such as extreme heat or heavy rain, all dog walks will be automatically changed to a 30 minute home visit if the owner is typically not home or occupied by work, etc.

Please inform us 24 hours prior to the service start time if you wish to void this visit time slot.

This ensures your dog still receives appropriate toilet breaks, enrichment and care in a safe environment.

As this time has been reserved and adjusted to maintain your pet's

wellbeing, any last minute client cancellations of these modified visits will incur the full fee of a 30 minute visit service.

## **Property Access**

Clients must provide safe and reliable access to the property at all times.

This may include:

- A lockbox
- Key collection/drop-off arrangement

- Clear and up to date access instructions

If we are unable to access the property at the scheduled time, the full service fee will still apply.

# Cancellations

We require clear notice for any changes to your bookings.

- Cancellations or reschedules within **24 hours** of the scheduled service will incur the **full booking fee**
- This will also apply to any last minute booking made within the

24 hour period of the requested start time

- Please note: If a booking has to be cut short, the full fee will still apply unless stated otherwise by a Care For Canines team member

## **Holiday Bookings**

Holiday and peak period bookings are in high demand and require commitment.

- All holiday services must be **paid in full 48 hours prior to the first service date**
- Failure to finalise payment may result in your booking being

released

- Please note- Public holidays are charged at 100% surcharge

# Payments

## **PetBoost:**

Our new booking platform, PetBoost, will require a card on file, even if you intend to pay cash for your bookings. Your information is stored safely and your card will not be charged unless a booking has taken place or a cancellation fee is required.

If you have any questions or concerns please do not hesitate to reach out to our team.

### **Ongoing Bookings:**

All services must be paid at the end of each service date in order to secure any future bookings.

Unpaid services may result in upcoming bookings being paused or released and you may lose the ability to make any future bookings with CAREFORCANINES.

### **Packages:**

If you are on a package, you will be prompted to purchase a new package during your final week of

services. To allow you to continue without interruption, payment is required to secure your next block.

# **Pet Behaviour Expectations**

All dogs must be safe and manageable for our team.

Clients **must** disclose:

- Any history of aggression
- Reactivity toward people, dogs, or environments
- Escape behaviours or anxiety
- Or any other relevant behaviours

Care for Canines reserves the right to refuse or cease services if a dog presents a risk to staff, other animals, or the public.

# **Health & Preventative Care**

By booking with CAREFORCANINES you acknowledge that your dog is fit and healthy to undergo the service you have booked.

Clients must disclose any illness, injury, or changes in behaviour prior to services commencing.

# **Medication**

We are able to administer:

- Oral medication
- Topical treatments

All instructions must be clearly provided in writing.

Please note: We do not administer injections or complex medical procedures.

# **Service Scope**

Services are carried out within scheduled timeframes. Arrival times may vary due to traffic, weather and scheduling. Time

booked reflects service duration,  
not exact arrival time.

Please note: If you require an exact  
service start time, please be in  
contact with the  
CAREFORCANINES team member  
your booking is with to discuss  
options.

We will not take on or continue any  
bookings that we deem to be  
outside of our scope of practice,  
however we will refer you to  
another reputable service provider  
wherever possible.

# **Photos & Updates**

We love keeping you updated and will send photos and updates from each service provided.

These may be used for social media or promotional materials, unless you request otherwise.

# **Emergencies**

In the event of an emergency, we will attempt to contact you. If required, we will seek veterinary care on your behalf. Any veterinary costs remain the responsibility of the client. It is a client's

responsibility to ensure that they are either contactable in an emergency, or ensure their emergency contact or Care For Canines are pre-approved at your regular vet to enquire for emergency care. Vets will not provide any medical intervention without your permission or authority to act.

## **General**

By booking with Care for Canines, you agree to these terms and understand they are in place to

protect your pet, our team, and  
the quality of service provided.