

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 to 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.

****** If you are on a package this fee will not apply to you. We will happily reschedule your booking or adjust to a visit if your dog requires access outside or company

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

****** If you are on a package, you will not be charged the service fee but you will lose your package credit for that booking

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.

LATE PAYMENTS

Failure to provide payment for your booked service by the end of the service date will result in a **\$50** late payment fee.

Unless you have made prior alternative arrangements with a CareForCanines team member.

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.