



Service Agreement and Terms & Conditions

A. General

1. Compliance

The general terms and conditions set in this document align to the Code of Practice for the Operation of Boarding Establishments (Victoria).

2. Urban Paws Operating Day Care Hours

Yarraville: Mon to Fri – 7:30am to 6:00pm

Geelong: Mon to Fri – 7:30am to 6:00pm

Any dog requiring any service from Urban Paws can only be dropped off and collected within this period.

3. Age

To be eligible for any of Urban Paws' services, dogs must be 4 months and older. For puppies between 10 and 16 weeks old, they may be eligible for day care provided they have received their first vaccination at least 8 days prior to the dog's attendance at Urban Paws and are continuing the recommended vaccination schedule.

Owners will be informed on the risks involved to their puppy as per Section D of this service agreement. Completing the digital registration through Petboost and accepting this document provides Urban Paws with the written approval and acknowledgment of these risks.

4. Desexing

It is recommended that dogs 12 months and older are desexed. Urban Paws reserves the right to monitor undesexed dogs and manage their placement within groups accordingly.

5. Pre-requisites for Regular Attendance

It is required for dogs attending our day care service at Urban Paws to have an up to date C5 vaccination.

An assessment is carried out as part of your dog's first day at Urban Paws. Passing the assessment is required before regular admission. A temperament test for dogs focuses on and measures different aspects of temperament such as shyness, aggression and friendliness. Situational challenges are given to the dog being tested in our controlled environment. The temperament test takes between 2 and 4 hours. For dogs being groomed only, a temperament test is not required. If grooming is bundled with day care, the temperament test is required.

Across all of our services, Urban Paws reserves the right to refuse or cancel the service when a dog poses harm to Urban Paws staff or to our dog clients.

In the case that the dog does not pass the temperament test, the dog will be isolated until the owner can collect their dog. The owner will receive a recommendation for the dog to attend obedience and behaviour training. A second temperament test can be carried out but only after successful completion of that training. If the dog does not pass the second test, Urban Paws reserves the right to refuse any service to this dog in the future.

6. Identification

Dogs must have a snap or buckled collar with an ID tag. No check or choker chains are allowed on our premises. Urban Paws reserves the right to use its own collars and/or leashes on your dog whilst in our care.

7. Microchipped

All dogs must be microchipped.

8. On-lead Areas

Dogs entering and exiting the Urban Paws reception and carpark areas must be on a lead at all times.

9. Shared Items

Dogs are provided access to Urban Paws toys, water bowls and bedding which are shared across the dogs that attend Urban Paws. Completing the digital registration through Petboost constitutes approval from the owner allowing their dog to have access to these shared items whilst in our care.

B. Health

1. Good Health

Dogs attending day care must be free from any sickness or medical conditions that are deemed communicable to other dogs or to Urban Paws staff. Prior to their admission, it is the owner's responsibility to declare that their pet has not been ill in the 7 days prior. Urban Paws reserves the right to refuse service if the dog displays signs of a communicable disease or is being treated for one.

2. Vaccination

It is required for dogs attending any service at Urban Paws to have a current C5 vaccination.

Owners whose dogs are younger than 10 weeks old should be aware that pups at this age are potentially at risk of acquiring diseases, as they do not yet have the full vaccination that may protect them. By accepting this agreement, the owner acknowledges this risk and consents to their puppy attending Urban Paws on that basis.

Dogs between 10 weeks and 16 weeks may be admitted to our centres provided they have received their first vaccination at least 8 days prior to their day care attendance and are continuing the recommended vaccination schedule. These are as per the Code of Practice for the Operation of Boarding Establishments in Victoria.

3. Fleas & Worms

All dogs entering Urban Paws premises will be examined for fleas. Any dog found with fleas will immediately receive a flea treatment at the owner's expense. Owners will be notified prior to the treatment regarding the observation along with the cost to be charged. Payment of the flea treatment is due on dog pickup. If the owner disagrees to have the dog treated, the dog will need to be collected immediately. In such a case, there will be no refund for the unused portion of the stay.

All dogs attending Urban Paws services will need to be on a regular deworming schedule. Dogs which have not been wormed will be dewormed on admission at the owner's expense. Urban Paws cannot be held liable in the case of the dog reacting to the medication or treatment.

4. Sick Dogs

If a dog attends day care and becomes unwell, Urban Paws will contact the owner immediately and will send the dog to the nearest veterinary clinic for assessment. If there is any delay in getting the dog to the vet, the dog will be placed in the isolation room as quickly as possible so as not to aggravate the condition or risk it being communicable to other dogs at Urban Paws.

The owner, by accepting this agreement, fully acknowledges that any charges incurred at the veterinary clinic will be payable by them. Urban Paws cannot be held liable in the case of the dog reacting to medication or treatment.

5. Medication

When a dog requires medication during its stay with Urban Paws, the medication must be clearly labelled with the dog's name, dosage instructions and frequency. Urban Paws cannot be held liable in the case of the dog reacting to the medication or treatment.

6. Refusal of Service

Urban Paws reserves the right to refuse any service to customers whose pet may pose a threat to its staff or to the other pets in our care, whether due to a behavioural problem or a health problem. Refusal of service is also aligned to the required compliance of the Code of Practice for the Operation of Boarding Establishments (Victoria).

C. Dog Day Care

1. Registration

Registration initiates the engagement between the owner, their dog and Urban Paws. New clients register digitally through Petboost, Urban Paws' booking platform. The registration includes completing your dog's profile, accepting this service agreement, and adding a payment method via Stripe. Registration must be completed before or on the day of your dog's assessment.

The dog will then be scheduled for an assessment day to test its temperament. Once the dog has passed the temperament test, the owner may proceed with requesting regular day care attendance.

2. Bookings

Advanced booking is required for our services. Walk-ins may be accommodated subject to (1) spot availability, (2) staff availability to comply with dog-to-staff ratio, (3) pre-requisites having been met as per Section A.5, and (4) the dog having already passed the temperament test. Same day bookings or walk-ins, regardless of drop-off and pickup times, are charged at the full day rate.

3. Late Fee Charge

Due to safety and staffing purposes, dogs must be collected no later than 6:00pm at both locations, Monday to Friday. Urban Paws reserves the right to charge a late pickup fee of \$30 initially, plus \$1 per minute thereafter from 6:15pm.

4. Dog Release

The dog will only be released to the owner and their authorised person(s) as defined on the registration. Urban Paws will need to be advised in writing or by email if the person collecting is not listed on the dog's registration.

The person nominated to collect the dog other than the owner will be required to present a valid ID such as a driver's licence, work ID, student ID or passport. The person must be aged 18 years and above.

D. Liability

The owner confirms that they are the legal owner of the dog(s) stated on the registration. The owner confirms that the dog(s) has not been ill with any contagious disease or condition within the past 7 days and that the dog(s) has received all required vaccinations.

The owner agrees that their dog will be socialised with other dogs and acknowledges the risks associated with shared toys, bedding, water bowls and other items.

The owner accepts the risks involved and agrees that Urban Paws is not liable for any injuries or illnesses resulting from their dog's attendance at Urban Paws services.

The owner understands that for puppies between 10 and 16 weeks old, (1) it may be a bit overwhelming for the puppy given its limited social interaction prior to day care, and (2) extended playtime and exercise may be too

taxing given that puppies need about 12 hours of sleep a day, and over-tiredness may lead to illness or injury. A dedicated schedule will be in place that includes play and plenty of intermittent rest times for puppies.

The owner understands and agrees that they are responsible for any damages or injuries incurred while their dog is in the care of Urban Paws and are accountable for any associated fees and charges. In case of an emergency injury or illness, Urban Paws will make every effort to contact the owner before taking the dog to the veterinarian. If the owner cannot be reached, the owner hereby authorises Urban Paws to transport their dog to receive urgent medical treatment to and from a nearby veterinary clinic.

The owner authorises Urban Paws to have their dog treated in their absence for whatever the vet determines to be medically necessary. The owner accepts responsibility for and agrees to pay any and all medical bills arising from emergency medical care judged to be medically necessary by the attending veterinarian. The owner also releases Urban Paws from any liability resulting from their dog being transported to and from the veterinary clinic in case of emergency or illness.

Urban Paws is not responsible for the accidental death of a pet due to a pre-existing health condition or natural disasters such as flood, fire or storm.

The owner hereby releases Urban Paws from any liability or claims of injury or loss resulting from their dog attending Urban Paws for any of our services.

Urban Paws will not be held responsible for clipper burn and/or minor nicks resulting from grooming of matted or neglected coats, or for irritation caused by removing coat from pets with mild to severe skin allergies, nor will we be held responsible for any stressful effects grooming may have upon an elderly pet.

The owner agrees that Urban Paws is not responsible or liable for any lost, stolen or damaged personal property belonging to either their dog or themselves. The owner also understands that their dog's collar may need to be removed in the grooming area to prevent injury.

E. Promotional Use

The owner understands that their dog may be photographed or video/audio recorded while on the premises. The owner agrees to the use of such photos and/or audio/video recordings in all forms of Urban Paws educational, promotional and social media materials.

F. Payments and Requirements

All services booked with Urban Paws are to be pre-paid at the time of booking or on arrival onsite. Payments are processed securely online through Petboost using Stripe. Card details are stored securely by Stripe and are not held by Urban Paws. The owner agrees to pay for all booked services and any other incidental costs as agreed with Urban Paws.

G. Cancellations and Refunds

Cancellations must be made at least 6 hours prior to the scheduled service. This applies to all Urban Paws services including dog day care, dog walking and pet taxi.

Cancellations made within 6 hours of the scheduled service, and no-shows, will be charged 100% of the booking fee. This charge will be automatically deducted from the payment method held on file via Stripe and processed at the end of the day on which the booked service was scheduled.

This policy exists to compensate Urban Paws for actual costs incurred, including staffing resources allocated for the booked service and the loss of potential business given that most of our services are secured through advanced booking.

H. Authorisation for Urban Paws to Obtain Veterinary Assistance

The owner hereby authorises Urban Paws to obtain both general and emergency veterinary assistance, other than the owner's nominated veterinarian, for their dog(s) as required whilst their dog is attending a service at Urban Paws. The owner will pay all expenses incurred by their dog(s) in compliance with Part 5 of the Domestic Animals Act.

Urban Paws will make every effort to contact the owner in case of emergencies where their dog requires extensive veterinary care and treatment. However, in the event that the owner is not contactable, the owner hereby authorises the individuals defined on the dog's registration to act as emergency contacts and to decide on the owner's behalf on any matter related to their dog(s), including difficult decisions that need to be acted upon for humane reasons.

By accepting this agreement through Petboost, I acknowledge that I have read and accepted the terms and conditions stated above.