

A. General

1. Compliance:

The general terms and conditions set in this document aligns 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 – 6:00pm.

Geelong: Mon to Fri – 7:30am – 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 - 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. Signing the registration form & this document provide Urban Paws the written approval/ acknowledgment of these risks.

4. 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 vaccinations.

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 hours to 4 hours. For dogs being groomed, a temperament test is not required. If the dog's grooming is bundled with our day care service, temperament test is required to be undertaken.

Across all of our services, Urban Paws reserves the right to refuse or cancel the service when a dog poses harm to the 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 the behaviour and obedience training. In case the dog does not pass the second test, Urban Paws reserves the right to refuse any service to this dog in the future.

5. Identification

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

6. Microchipped

All dogs must be microchipped.

7. Onlead Areas

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

8. Shared items

Dogs are provided access to Urban Paws toys, water bowls & beddings which are shared across the many dogs that attend Urban Paws. Signing the registration form constitutes an approval from the owner allowing its 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 to Urban Paws, it is the owner's responsibility to declare that their pet has not been ill 7 days prior. Urban Paws reserves the right to refuse service if the dog displays signs of a communicable disease or are being treated for a communicable disease.

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 will need to sign a Waiver Form. The waiver acknowledges that pups at this age are potentially at risk in acquiring diseases, as they still do not have the full vaccination that may protect them.

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 need to be examined for fleas. Any dog found with fleas will immediately receive a flea treatment at the owner's expense to be allowed to remain at Urban Paws. Owners will be notified prior to the treatment regarding the observation along with the cost to be charged. Payment of the flea treatment is to be done 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 provided for the unused portion of the stay for day care.

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 it is 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

For when the owner has to put their dog into day care knowingly or unknowingly the dog has been sick within 7 days prior to the dog's attendance, Urban Paws will contact the pet parent immediately upon initial diagnosis that the dog is sick and will send the dog to the nearest veterinary clinic for assessment. If there is any delay with getting the dog to the vet, the dog will be put in the isolation room in the shortest possible time so as not to aggravate the dog's condition or refrain the illness to be communicable with other dogs at Urban Paws.

The owner, by signing this agreement, fully acknowledge that the charges incurred at the veterinary clinic by the dog will be payable by them. Urban Paws cannot be held liable in the case of the dog reacting to the 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, instructions on dosage and how frequently it will need to be administered. 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 left in our care, whether it be a behavioural problem or a health problem. In addition to this, refusal of service is aligned to the required compliance of the Code of Practice for the Operation of Boarding Establishments (Victoria)

C. Dog Day care

1. Registration

A registration process initiates the engagement between owner, their dog and Urban Paws A registration form will need to be completed and signed off by the owner, handed in on or before the Assessment Day. The dog registered will then need to be scheduled for an Assessment Day to test its temperament.

Once the dog has passed the temperament test, only then may the owner proceed with requesting regular day care attendance for their dog.

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 have been met as per Section A.4. and (4) the dog has already passed the temperament test. Same day bookings or walk- ins, regardless of drop-off and pickup times, are to be charged on a full day's rate

3. Late fee charge

Due to safety and staffing purposes, dogs must be collected no later than 6:00pm (Geelong) & 6:00pm (Yarraville) – Mon – Fri. Urban Paws reserves the right to charge a late pick up fee. Late collection fees of \$30 initially plus \$1 per minute thereafter from 6:15pm (Geelong) & from 6:15pm (Yarraville)

4. Dog Release

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

The person nominated to collect the dog other than the owner will be required to present a valid ID, e.g. driver's license, work ID, student ID or passport. The person will need to be aged 18 years and above.

D. Liability

The owner confirms that he/she is the legal pet parent of the dog(s) as stated on the registration form. And that the dog(s) has not been ill with any contagious disease or condition within the past 7 days & the dog(s) has received all required vaccinations.

The owner agrees that his/her dog will be socialised with other dogs. He/she acknowledges the risks associated with shared toys, beddings, water bowls and other things.

The owner accepts the risks involved and agrees that Urban Paws is not liable for any injuries or illnesses resulting to his/her dog(s) attendance to all and any services at Urban Paws.

The owner understands that for puppies which are between 10 and 16 weeks old, (1) it may be a bit overwhelming for the puppy as it would have only gained limited social interaction prior to day care (2) extended playtime and exercise may be too taxing for the pup given that it needs about 12 hours of sleep a day and over-tiredness may lead to getting sick or injured. In view of this, a dedicated schedule will be in place that includes play and plenty of intermittent rest times for puppies.

The owner also understands and agrees that he/she is responsible for any damages or injuries incurred while his/her dog is in the care of Urban Paws and is accountable to pay associated fees and charges resulting to the damages or injuries. 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, but if they are unable to reach the owner, then he/she hereby authorises Urban Paws to transport his/her dog(s) to receive urgent medical treatment to and from a nearby veterinary clinic.

The owner authorises to have his/her dog(s) treated in his/her absence, for whatever the vet determines to be medically necessary. Every effort will continue to be made to reach the owner as soon as possible if his/her dog is taken to any veterinarian for treatment of any kind. The owner accepts the responsibility for, and agree to pay any and all medical bills for his/her dog arising from emergency medical care judged to be medically necessary by the attending veterinarian. The owner also releases Urban Paws from any liability resulting with his/her dog being transported to and from the veterinary clinic in case of emergency or illness.

Urban Paws is not responsible for accidental death of a pet of the nature of pre-existing health condition or natural disasters (e.g., flood, fire, storm, etc.).

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

In addition, Urban Paws will not be held responsible for clipper burn and/or minor nicks resulting from grooming of matted, neglected coats or for irritation caused by removing coat from pets possessing mild to severe skin allergy, nor will we be held responsible for 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 his/her dog or the owner himself/herself. The owner also understands that his/her dog's collar may need to be removed in the grooming area to prevent injury to the dog.

E. Promotional Use

The owner understands that his/her 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

The owner agrees that all services booked with Urban Paws are to be pre-paid on booking online or on arrival onsite. Urban Paws will need the payments to clear in our bank account for payments done by BPAY or bank transfer. In cases when the monies have not cleared on the day when the booked service is due, a proof of payment will be required, e.g., bank transfer confirmation, validated deposit slips. The owner agrees to pay all booked services, and other incidental costs as agreed by Urban Paws and the owner.

G. Cancellations and Refunds

The owner acknowledges that cancellations with less than 24- hours' notice will attract no refund for the day's dog day care service.

For dog grooming service, the owner acknowledges that cancellations with less than 24- hours' notice will attract no refund for the dog grooming service, if prepaid. For same day bookings, called- in or walk-in, eventual no-shows will still be paying 50% of the service fee collectible on the next appointment. An invoice will be sent via email as reference to the unpaid service and is payable on the next appointment.

The owner acknowledges that this cancellation and refund policy is to compensate Urban Paws for the actual cost incurred, such as hiring resources for the specific service(s) booked, or loss of potential business given that most of Urban Paws business is secured via advanced booking.

H. Authorisation for Urban Paws to Obtain Veterinary Assistance for Your Dog(s)

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

The owner understands & acknowledges that Urban Paws will make every effort to contact the owner in case of emergencies when his/her 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 Registration Form to act as his/her emergency contacts who may decide on his/her behalf on any matter related to his/her dog(s), including difficult decisions that needed to be acted upon for humane reasons.

By signing below, I acknowledge that I have read and accepted the terms and conditions stated above.