

Daycare Services Agreement and Owner Risk Acknowledgement

Good Dog Society Newcastle Pty Ltd trading as Good Dog Society (GDS)

This agreement covers daytime dog daycare, including assessments and trial attendance, and incorporates the owner's acknowledgement of daycare risks. Please read and accept it before your dog's first visit. It explains what we provide, what you need to tell us and how we manage health, safety, bookings and emergencies.

"We", "us" and "our" mean GDS. "You" means the dog's owner or a person authorised by the owner to enter this agreement. The agreement applies to each dog listed in your booking profile.

1 Our daycare service

GDS provides supervised play, enrichment and rest, with activities and groups selected for each dog's needs and suitability. Rest may take place in a separate rest area or an individual pod. Your dog may not participate in every activity or interact with every dog. Daycare is not a veterinary service or a guarantee of behavioural improvement.

Our operating hours and arrival and collection windows are shown in the booking system. We provide daytime care only and do not offer overnight boarding.

2 Eligibility and assessment

To attend, your dog must:

- Be at least six months old.
- Be desexed, unless we have approved a documented veterinary exception in writing. Dogs in season must not attend; tell us about any suspected season, pregnancy or recent desexing.
- Have current C5 vaccination evidence meeting our admission requirements. Upload a veterinary vaccination certificate before assessment or attendance and provide updated evidence when due. Any alternative evidence requires our written approval and must meet applicable requirements.
- Have current flea, tick and intestinal worm prevention appropriate to the dog and veterinary advice.
- Be microchipped and registered as required by NSW law, with current owner contact details. Provide the microchip number in the dog profile.
- Be healthy enough for group daycare and free from signs of potentially contagious illness on each visit.
- Complete our assessment and any required trial before approval for ongoing attendance. Eligibility and health requirements also apply to assessments and trials.

Tell us if your dog has been declared dangerous or menacing, is a restricted dog, or is subject to an animal control order. Attendance requires our written approval and must be lawful and safe.

Assessment is a snapshot of behaviour, not a guarantee of future suitability. We may require reassessment after a significant absence or a change in health or behaviour. We may reasonably refuse, suspend or discontinue attendance for health, safety or welfare reasons, explain the reason and discuss next steps. Approval does not guarantee availability or future attendance.

3 Information you must provide

Give us complete and accurate information, to the best of your knowledge, about your dog's medical and behavioural history. This includes previous bites or incidents, aggression, reactivity, resource guarding, escape behaviour, handling sensitivities, anxiety, allergies, medication, seizures, mobility limitations, recent surgery and any veterinary restrictions.

Update us before the next visit if anything material changes. Keep your telephone number, usual veterinarian, authorised collection people and emergency contacts current. Your emergency contact must know they are listed and be willing and able to help arrange prompt collection. Remain contactable during attendance or nominate someone who can act for you.

4 Arrival and collection

- Attendance requires a confirmed booking. Use the nominated drop-off and pick-up windows and arrive within operating hours.
- Bring and collect your dog on a secure collar or harness and a fixed-length lead. Keep your dog under control and follow staff directions at entrances and gates.
- Only you or a person you have authorised may collect your dog. Notify us of changes before collection; we may verify authority and request photo identification. An emergency contact is not automatically authorised to collect unless you have nominated them for that purpose.
- If we ask you to collect your dog early for health, safety or welfare reasons, arrange collection as promptly as reasonably possible.

If your dog is not collected by closing time, we will try to contact you and your emergency contacts. If collection cannot be arranged, you authorise us to arrange safe temporary care or transport to a suitable available veterinary or boarding provider. This is an emergency contingency, not an overnight service at GDS. We will tell you where your dog is as soon as practicable.

Disclosed late-collection charges and reasonable, necessary third-party care or transport costs may apply under the Booking and Cancellation Schedule. We will not treat a dog as abandoned, transfer ownership or arrange rehoming merely because collection is late. Any suspected abandonment will be handled through appropriate authorities and lawful procedures.

5 Health and infectious disease

Do not bring your dog if they have vomiting, diarrhoea, persistent coughing, unexplained nasal or eye discharge, unusual lethargy, fever, a contagious skin condition or another potentially infectious condition. Contact us before attendance if you are unsure or symptoms have a known non-infectious cause.

Notify us promptly of suspected or diagnosed contagious disease, a relevant exposure, or illness that develops after a visit and may affect other dogs. We may require veterinary clearance and a reasonable exclusion period based on veterinary advice and the circumstances. A vaccination certificate does not guarantee protection against every infection.

If a dog becomes unwell, we may separate them from group activity, provide appropriate immediate care, arrange collection or seek veterinary care. We may notify potentially affected owners of an exposure without unnecessarily identifying another owner. An outbreak or other safety issue may require temporary closure or changed attendance arrangements; section 9 covers affected prepaid bookings.

6 Veterinary authority and costs

If we reasonably believe your dog needs veterinary assessment or treatment, you authorise us to contact your usual veterinarian, an emergency veterinarian or another available provider, and to transport or arrange transport for your dog. We may share relevant medical, contact and incident information with the treating provider.

We will make reasonable attempts to contact you or your nominated emergency contact before treatment where practicable. If delay could compromise welfare, you authorise us to obtain necessary urgent treatment recommended by the treating veterinarian, including tests, medication, anaesthesia or surgery where required. We will continue trying to contact you and provide an update as soon as practicable.

This authority does not extend to elective procedures. We will seek your instructions for end-of-life decisions. If you cannot be reached, any immediate action must be determined by the treating veterinarian in accordance with their legal and professional obligations.

You are responsible for reasonable veterinary, transport and related costs except to the extent GDS is legally responsible, including because of negligence or a failure to meet a consumer guarantee. An incident or illness alone does not determine who is legally responsible. We will provide available invoices or an itemised explanation of costs we seek to recover. This agreement does not authorise unlimited automatic charges to a stored payment method.

7 Medication food and treats

- Medication requires prior approval. Supply it in original labelled packaging with clear written instructions stating the medication, dose, route, timing and storage needs. Disclose relevant side effects or handling precautions.
- We may decline medication that requires clinical skill, creates a safety risk or cannot reliably be administered in daycare. Any administration fee must be disclosed and agreed in advance. We will tell you promptly if a dose is missed or cannot be given and seek veterinary advice where needed.
- We do not routinely provide meals. Any necessary feeding arrangement must be agreed before attendance, with labelled food and written instructions. Fresh drinking water will be available.
- We may offer small treats for enrichment or handling unless you tell us otherwise. Disclose allergies, intolerances and dietary restrictions before attendance; we will confirm whether we can accommodate them safely.

8 Risk supervision and welfare decisions

Daycare involves interaction between dogs, people and the environment. Despite appropriate supervision and reasonable precautions, it carries inherent risks. These include scratches, bites and wounds; slips, falls and strains; infectious disease or other illness; stress, anxiety or changes in behaviour; unexpected interactions between dogs or with people; and loss of or damage to personal items. Incidents can sometimes cause serious injury or death. We cannot guarantee that an injury, illness or behavioural incident will never occur.

We will provide services with due care and skill. We take reasonable steps to reduce risks through individual assessment, appropriate supervision, suitable group sizes and introductions, rest periods, hygiene and environmental management. Not every dog is suited to group daycare. You authorise us to modify, pause or end participation, separate dogs, provide rest or appropriate first aid, or require reassessment where reasonably necessary for your dog's wellbeing or the safety and welfare of other dogs or people. We will use humane handling and proportionate safety measures.

We will notify you promptly of a significant injury, illness or behavioural incident involving your dog, explain the action taken and provide a written summary where appropriate. Tell us promptly about any injury or concern noticed after collection so we can investigate.

Acknowledging these risks does not waive your legal rights or release GDS from liability for negligence, breach of this agreement or failure to meet a consumer guarantee. This agreement does not make you automatically responsible for every injury or loss caused during dog interactions.

9 Bookings payments cancellations and passes

The Booking and Cancellation Schedule supplied before booking or purchase sets out prices, payment timing, cancellation windows, no-show and late-collection charges, pass expiry and any membership rules. Optional services and their charges must be agreed before provision. Any recurring payment arrangement requires a separate clear authorisation.

The version supplied when you book or purchase applies to that booking or purchase. We will not retrospectively increase its price or make its cancellation or expiry terms less favourable. Cancellation charges must be reasonable and consistent with applicable law.

If GDS cancels a session or closes before providing it, you may choose a refund or credit for that unused session. If we decide your dog is unsuitable for ongoing daycare or permanently discontinue their attendance, we will refund unused prepaid sessions at their purchase value; for a discounted pass, this is the unused proportion of the price paid. Charges for an assessment or care already provided remain subject to the disclosed schedule and your legal rights.

For a visit ended early because your dog is unwell or unsuitable, any charge or credit will be assessed under the disclosed schedule and the circumstances, subject to your consumer rights. You may stop making future bookings at any time; cancellation of existing bookings and memberships follows the terms supplied at purchase. No policy limits a refund or remedy required by law.

10 Personal items

Label any approved belongings and avoid leaving valuables. We will take reasonable care of items entrusted to us. Ordinary wear can occur during daycare, but this clause does not exclude liability for loss or damage for which GDS is legally responsible.

11 Privacy and optional media consent

We collect and use owner, contact and dog information to manage bookings, care, safety, payments and incident records. We may disclose relevant information to service providers, veterinarians or authorities where reasonably necessary for those purposes or required by law. Our Privacy Notice, supplied before registration, explains information handling, service providers and how to request access or correction or raise a privacy concern.

Promotional photo and video consent is optional and recorded separately. Refusing it does not affect daycare eligibility. You may withdraw consent for future promotional use by contacting us; we will take reasonable steps to remove content we control when requested, although copies shared by others may remain. We may still capture and retain images reasonably needed for identification, care, incident or safety records. Marketing messages require separate consent where required by law.

12 Questions changes and legal rights

Contact hello@gooddogsociety.com.au with questions or concerns. We will consider complaints fairly and explain our response. You may seek assistance from NSW Fair Trading or pursue any other available legal remedy without first completing an internal complaint process.

We will supply material changes to this agreement before they apply to future bookings and ask you to accept the updated version. Changes will not retrospectively reduce rights under existing purchases. If a change means we can no longer provide prepaid care, you may choose a refund for unused services. We may take immediate reasonable operational action to protect safety or welfare, and will explain the action as soon as practicable.

Australian Consumer Law and other non-excludable rights apply. Nothing in this agreement excludes, restricts or modifies those rights. NSW law governs this agreement, subject to mandatory applicable law. If a provision is invalid or unenforceable, the remaining provisions continue to the extent they can operate lawfully.

13 Owner acknowledgement

By selecting "I agree" in the booking system I confirm that:

- I am the dog's owner or have authority from the owner to enter this agreement.
- I have read and agree to this agreement and the Booking and Cancellation Schedule supplied to me, and have had access to the Privacy Notice.
- The information I provide is accurate to the best of my knowledge and I will keep it current.
- I understand and acknowledge the inherent risks in section 8, including that GDS cannot guarantee that injury, illness or behavioural incidents will never occur. This acknowledgement does not waive my non-excludable legal rights.
- I will remain contactable, or nominate a contact who can act for me, and arrange collection when required.
- I authorise GDS to make the reasonable safety and welfare decisions described in section 8 and obtain veterinary care under section 6, including urgent treatment without prior contact where delay could compromise welfare. I accept reasonable veterinary, transport and related costs except to the extent GDS is legally responsible.

- I confirm, to the best of my knowledge, that my dog meets the admission requirements and is fit to attend. I will not bring an unwell or potentially infectious dog, will promptly report relevant illness or exposure, and understand that veterinary clearance or an exclusion period may be required.
- I understand that promotional media consent is a separate, optional choice.