

Customer Services Agreement & Owner Acknowledgement

This agreement sets the conditions under which Good Dog Society (GDS) provides daytime dog daycare. It should be accepted electronically through the online booking system before a dog's first assessment or attendance.

1. Eligibility

- At least 6 months old.
- Desexed, unless GDS has approved a documented veterinary exception and the dog remains operationally suitable.
- Current vaccination evidence meeting GDS requirements. GDS' launch standard is C5 or veterinary evidence of equivalent current protection.
- Current flea/tick and intestinal worm prevention appropriate to the dog and veterinary advice.
- Microchipped and registered as required by NSW law.
- In good general health and free from signs of contagious illness on each attendance.
- Successfully completed GDS' temperament assessment and any required trial attendance.

GDS may refuse, suspend or discontinue attendance where a dog no longer meets eligibility, health, behaviour or welfare requirements. Acceptance on one day does not create an entitlement to future attendance.

2. Owner disclosure

The owner must provide complete and accurate information about the dog's medical, behavioural and bite/incident history, including aggression, reactivity, guarding, escape behaviour, handling sensitivities, anxiety, allergies and medications. Material changes must be disclosed before the dog's next attendance.

3. Attendance and collection

- Dogs may only attend on confirmed bookings.
- Drop-off and pick-up must occur within GDS' nominated booking windows and operating hours.
- Only the owner or an authorised collection person may collect a dog. GDS may request photo identification.
- Dogs must arrive and leave on a secure collar/harness and lead. Retractable leads may be restricted within the premises.
- If a dog is not collected by closing time, GDS will attempt to contact the owner and emergency contacts. Additional late fees and reasonable care/transport costs may apply. GDS does not provide overnight boarding.

4. Health and infectious disease

- Do not bring a dog that is vomiting, has diarrhoea, persistent coughing, nasal/eye discharge, fever, unusual lethargy, a contagious skin condition, or another potentially infectious condition.
- The owner must notify GDS promptly of diagnosed or suspected contagious disease or meaningful exposure.
- GDS may require veterinary clearance before return and may impose an exclusion period based on veterinary advice, outbreak circumstances or public-health/animal-welfare risk.
- GDS may isolate an unwell dog from group activity while arranging prompt collection or veterinary care.

5. Veterinary authority and costs

If GDS reasonably believes veterinary assessment or treatment is required, the owner authorises GDS to contact the dog's usual veterinarian, an emergency veterinarian or another available veterinary provider and to transport or arrange transport for the dog. GDS will attempt to contact the owner/emergency contact where practicable, but urgent welfare decisions may be made without prior approval.

The owner is responsible for veterinary, transport and related costs arising from illness, pre-existing conditions or the ordinary risks of dog interaction, except to the extent a cost is legally attributable to GDS. Nothing in this agreement excludes rights or remedies that cannot lawfully be excluded.

6. Medication, food and treats

- Medication is only administered when pre-approved, supplied in original labelled packaging and accompanied by clear written instructions. GDS may decline medication that requires clinical skill, presents a safety risk or cannot be reliably administered in daycare.
- GDS does not routinely provide meals. A specific feeding arrangement requires prior approval.
- GDS may use small treats for enrichment and handling. Owners must disclose allergies, intolerances and dietary restrictions.

7. Inherent risk and welfare decisions

Daycare involves interaction with animals and carries inherent risks, including scratches, minor wounds, strains, stress responses, contagious illness and unexpected behaviour. GDS uses supervision, grouping, rest and environmental controls to reduce risk, but cannot guarantee that incidents will never occur.

GDS may separate a dog, modify its activities, require rest, end an attendance early, require reassessment or discontinue services where reasonably necessary for safety or welfare.

8. Bookings, cancellations and passes

Bookings, cancellation windows, late-cancellation/no-show charges, package expiry, refunds and any membership rules are governed by the current GDS Booking & Cancellation Schedule published or provided at the time of purchase. Consumer guarantees and other non-excludable rights continue to apply.

9. Property and personal items

Owners should not leave valuable items with dogs. GDS will take reasonable care but is not responsible for ordinary wear, loss or damage to collars, leads, coats, bedding or toys except where liability cannot lawfully be excluded.

10. Media and privacy

Media consent is optional and recorded separately in the dog profile. Refusing promotional media consent does not affect eligibility for daycare. GDS may still capture images where reasonably required for incident, safety, identification or operational records.

11. Agreement

- I have read and understood this agreement and the GDS policies made available to me.
- I confirm the information I provide is accurate and will be kept current.
- I authorise emergency veterinary action as described above.
- I understand GDS may make reasonable safety and welfare decisions, including suspension or exclusion.