

Client Agreement

Terms of Use

(Dog owner Agreement)

At Little Urban Wolves we strive to deliver a service that supports dogs and their owners within our community. We take our role seriously and aim to provide a safe and supportive experience for all owners and their dogs.

By using Little Urban Wolves (LUW); dog owners agree to the terms of use set out below; and release Little Urban Wolves, and its employees, from any liability for accident or injury sustained while at our facility.

1.0 Little Urban Wolves Responsibility

Little Urban Wolves will

1.1 Maintain a clean and safe environment to minimise risk of illness or injury to dogs in our care.

1.2 Supervise all dogs to ensure the risk of injury or stress is minimised.

1.3 Maintain team training standards in canine interactions to ensure all dogs are supported and have an opportunity to grow their social and personal skill sets at LUW.

1.4 Contact pet owners to inform of any signs of illness or injury.

1.5 Provide owners with accurate and honest feedback to allow the identification of illness and any behavioural issues that may arise in their dog.

1.6 LUW will work with dog owners to achieve best outcomes for dogs in all situations.

2.0 Dog Owners Responsibility

Dog Owners will

2.1 Ensure their dogs are up to date with current C5 vaccinations.

Providing vaccination certificates as vaccines are updated.

2.1.1 Titre testing certificates for C3 component are accepted as proof of immunity, these must be updated annually.

2.2 Maintain an effective worming and flea treatment plan.

2.3 Keep all dogs home from daycare if any sign of illness has been present within the past 24 hours, OR if a dog has been released from a veterinary hospital within 3 days, of scheduled daycare.

2.4 Inform LUW staff if someone, other than your regular owners, will be collecting your dog. Names and phone numbers are required.

2.5 Ensure dogs arrive prior to 10am, Monday to Friday to support daily schedule.

2.6 Ensure dogs are controlled while in the reception area.

3.0 New Families

We are always excited to welcome new families into our canine community.

3.1 All new dogs must undergo a 5 hour assessment on their first visit. This is to ensure they are suited to our daycare environment, and to allow us to identify any support that may be required as new dogs transition to daycare.

3.2 Dogs are assessed for basic cue understanding, interaction and ability to read social cues from other dogs, responsiveness to our team, and anxiety and aggression towards other dogs and our staff.

4.0 Trial Periods

Following assessment, all dogs serve a 3-visit trial period to allow further assessment as dogs transition to daycare.

4.1 Trial periods are served during general daycare visits. During this time, consultation with dog owners will be sought to address any possible issues identified, or to simply gain a better understanding of your dog's experiences prior to joining our daycare. LUW will always prioritise a dog's welfare, safety and wellbeing.

4.2 New dogs are required to attend weekly for their first 3 visits to allow continuity in their transition period.

4.3 Initial assessment is valid for 4 weeks, dogs who do not attend our facility for 4 weeks after initial assessment, may be required to undergo their assessment again. This is to ensure continuity in the transition period for new dogs.

5.0 Special diets/ food allergies and Medications

5.1 LUW does not feed breakfast, unless a requirement by a Small Animal Nutritionist or Vet.

5.2 If a dog has dietary restrictions, please ensure detailed information is provided to LUW staff to ensure special needs can be met.

5.3 If a dog requires a special diet, please provide an ample supply of food, labelled with your dog's name.

5.4 MEDICATIONS are required to be labelled with:

- Dogs Name
- Medication Name
- Dosage
- Time schedule for administration
- Any additional requirements (to be taken with food etc).

6.0 Behaviour

6.1 Owners are required to disclose any known behavioural/reactivity problems their dog has in relation to food, toys, other animals, or humans.

6.2 Failure to disclose behavioural issues may result in a dog excluded from our facility.

6.3 Breakout pens may be used to support dogs manage feelings of overwhelm or high arousal.

6.4 Dogs may be placed in facility harnesses to support safe handling of dogs requiring focused behaviour support.

6.5 The owner is responsible for any damage their dog causes to LUW property, other dogs or other dog owners while in our facility.

7.0 Undesirable Behaviours

We work with dogs to manage arousal during the day to ensure our facility is a calm and enjoyable space for all dogs who attend.

Undesirable behaviours which require correction

- Excessive barking
- Humping
- Biting
- Ignoring staff direction
- Jumping up
- Ignoring social cues
- High bursts of physical arousal (Zoomies)

Should these behaviours be exhibited, we will discuss behaviours with dog owners and decide on the best course of action. A dog may be suspended, to support private training, or expelled at the facility's discretion for the safety and welfare of others dogs at our facility.

8.0 Illness and Emergency Care

8.1 LUW reserves the right to administer first aid to any dog requiring urgent attention.

8.2 LUW will immediately contact dog owners to inform of any illness or injury.

8.3 In emergency situations, LUW will shuttle the dog to a local emergency vet, the owner is to meet us at the identified vet.

8.4 In non-emergency situations a dog will be placed in isolation, for monitoring, until the owner is able to collect their dog. If the owner is not available to collect, the name and details of a friend or family member must be provided to allow your dog to be released into their care.

8.5 Little Urban Wolves takes care to provide a safe environment for all dogs at our facility, the dog owner acknowledges that their dog will be interacting with other dogs, as well as exposed to grooming tools and sanitisation products. The care of any injured dogs is our priority, and any first aid will be administered by a trained staff member. Little Urban Wolves will not be held responsible for any illness (including paralysis ticks or canine influenza), injury, death, loss or damage sustained by any dog in our facility.

9.0 Desexing

9.1 We allow dogs to attend daycare, intact, until the age of 10 months of age.

9.2 A note from your vet is required to delay desexing beyond 6 months of age, as per local council regulations.

9.3 When a dog reaches sexual maturity, we work with dog owners to manage heat cycles and hormonal behaviours.

9.4 Female Heat cycles – We require all females to pause daycare for 6 weeks from first show. All females must be bathed prior to returning to daycare.

9.5 Male dogs may need to suspend daycare, dependent on their hormone surges.

9.6 Should a dog exhibit unwanted hormonal behaviour, daycare will be paused until desexing can be carried out, this will be discussed with owners in advance.

9.7 All dogs are to be desexed by 10 months old, unless an agreed plan has been created with the owner, LUW and your veterinarian.

10.0 Daycare

10.1 Daycare hours are 7am – 6.30pm Monday to Friday

A half day is 1 – 5 hours of care

A full day is 5 – 10 hours of care

Care over 10 hours, will incur an additional fee. (See item 11.0 Additional Fees).

10.2 LUW has an annual shut down period over the Christmas/ New Year period.

10.3 Daycare is not available on New South Wales gazetted Public Holidays.

10.4 Morning drop off is available between the hours of 7am – 9.30am.

10.5 Staffing ratios are capped at 1 team member per 10 dogs.

10.6 Owners are aware that dogs will be on lead and under LUW staff supervision when away from our facility for grooming shuttles, walks or other excursions.

While all care is taken, owners are accept that accidents can occur in an outdoor environment, and thus, accept the associated risk.

11.0 Cancellation Policy/No Shows

11.1 Little Urban Wolves requires 12 hours notice for all cancellations.

11.2 Cancellation made within the 12 hour period , may attract a cancellation fee of 50% of the casual rate fee.

11.3 No shows will attract a fee of the full casual rate.

12.0 Additional Fees

12.1 Extending daycare beyond 10 hours will incur a fee of \$25.

12.2 Pick ups after end of trade, 6.30pm, will incur a fee of \$30 per 15 minutes.

12.3 Please let us know at time of drop off if you anticipate to be over standard hours.

13.0 Daycare Packages

13.1 Daycare packages are prepaid packs, which offer a discount on the regular causal rate.

13.2 Expiry dates apply

10 pack = 12-week expiry

5 pack = 6-week expiry

13.3 Owners must contact LUW for an extension on expiry dates, under special circumstances.

13.4 A special circumstance includes illness, holidays, veterinary procedures and sexual maturation.

13.5 During Annual Shutdown all current packs receive a complimentary 2 week extension.

14.0 Refund Policy

14.1 We do not offer refunds for change of mind, misuse, or deliberated damage.

14.2 Packs purchased at assessment can be issued a pro rata refund, less administrative cost, within the 3 visit trial period. After this, a refund would be considered a change of mind.

14.3 We happily offer replacement or store credits for products purchased.

14.4 Credit will not be offered on deliberate damage or misuse.

14.5 In special circumstances, daycare packs may be refunded to dog owners. This is at LUW discretion.

15.0 Photography

Dog owners agree to give Little Urban Wolves the right and permission to use photos and video footage of their dogs while in Little Urban Wolves care. These can be used for training, advertising, promotion, social media or any other purpose.

Little Wolf Shuttle Service

User Agreement

1. General Outline

- These terms apply to all clients of Little Urban Wolves.
- By using our Shuttle Service, you agree to comply with and be bound by these terms.
- Our shuttle service is for the use of transport to and from Daycare only, a daycare booking is required to book a shuttle service.
- For the comfort and well-being of each dog, we reserve the right to make adjusts to shuttle routes as needed to ensure smooth and efficient service.
- If there are any service issues or feedback you need support for, we ask this is communicated directly to Little Wolves via SMS or Email within 48 hours of the issue occurring.

2. Little Wolf Shuttle Service

- This service is designed to provide safe and timely transport for dogs to and from daycare.
- The duration of the commute will be under 45 minutes, with the number of dogs limited for comfort.
- Our service areas include Homebush and surrounding suburbs within a 5Km radius of Little Urban Wolves Learning and Daycare Centre. Please let us know if you are outside this area and need a shuttle, we will always aim to find a solution.

3. Bookings

- Book via our Booking Portal – Don't forget to book your daycare day too!
- Little Wolf Shuttle Service operates Monday, Wednesday, Thursday and Friday,
- Morning pick-ups run between 7:00 AM and 9:00 AM and Afternoon drop-off's run between 2:30PM and 4:30PM.

PLEASE NOTE SHUTTLES ARE NOT AVAILABLE TUESDAY TO SUPPORT VEHICLE MAINTENANCE AND CLEANING.

- Morning shuttle bookings must be made by 12pm the day prior to service. Afternoon Shuttle must be booked prior to 6pm, the day prior.

- Booking made after the 12pm and 6pm cut off times, will incur an additional fee, as this will likely mean an additional service will need to be planned.

4. Preparing Dogs for Travel

- All dogs are required to wear an appropriate harness to minimise risk of injury and escape. We recommend Red Dingo or Petforta harnesses. Step in Harnesses, are not travel safe and will not be accepted.
- Dogs are to be on a flat lead – not retractable leads or bungy leads will be accepted as these increase the risk of injury.
- Please ensure dogs have had an opportunity to toilet prior to shuttle arrival.
- Please do not feed dogs breakfast on shuttle mornings – a \$150 cleaning fee may be charged for vomit or faecal explosions in the shuttle.

5. Pick-Up and Drop-Off

- Clients can expect an SMS as their shuttle is leaving the centre, this is to ensure bookings are correct and you have ample time to meet the shuttle at the kerbside.
- Clients will receive a courtesy text 3 minutes prior to arrival, to allow ample time to be prepared and ready to meet the shuttle. This is a kerbside service.
- We will wait for a maximum of 5 minutes at your location, delays over 5 minutes and no shows will incur a \$10 fee.
- **We cannot guarantee specific pick-up/drop-off times. Clients are encouraged to leave alternative access keys or arrange for drop-off/pick-up at Little Urban Wolves to ensure access is available.**
- If you will not be home, please ensure harnesses are on and leads are placed at the door for easy access, Little Urban Wolves staff are not permitted to enter your home.
- In the event that door systems or keys fail to function, we will notify you promptly through SMS or phone call. Should our attempts to reach you be unsuccessful, we will be need to depart and continue our route. Should failure arise at drop off, we will return your dog to Little Urban Wolves for collection. The welfare and comfort of the dogs onboard the shuttle are our first priority. Please be advised that in such circumstances, a refund will not be provided. This is due to the fact that the inability to access your premises falls outside our control, rendering us unable to complete our booked service.

6. Associated Risk

- You acknowledge that dogs are unpredictable by nature. We will always prioritise the safety and well-being of your dog, accidents, injuries, or illnesses may occur.
- You accept full responsibility for any risks associated with the care and transport of your dog(s), including injury, escape, illness, or death.

By proceeding with your booking, you fully accept these risks and agree Little Urban Wolves is not liable for any harm, loss, or incident that occurs during the transport of your dog, provided we have followed our established procedures.

No refunds or compensation will be provided for any issue that arises from circumstances outside of our control during transport.

7. Client Responsibility

- All dogs will be ready to travel in an approved harness.
- Clients will advise of any illness or injury the dog has experienced within the past 48 hours.
- Should access be required, leads are to be hung in easy access points at doorways. Little Urban Wolves employees will not physically enter your home.
- Please advise as soon as possible if you will not be home, this may require a change in logistics to avoid leaving dogs waiting in vehicles.

By proceeding with any service booking, you waive, release, and discharge Little Urban Wolves, its staff, owners, agents, and contractors from all claims, liability, demands, damages, or losses resulting from injury, illness, escape, accident, or death that may occur during transportation or services, provided Little Urban Wolves has acted in accordance with its standard protocols and duty of care.

8. Changes to Terms and Conditions

We reserve the right to modify these terms and conditions at any time. Changes will be posted on our website and will be effective upon posting.

By using our Little Wolf Shuttle Service, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions.