

Travelling Pet Nurse- TERMS & CONDITIONS

These terms apply to services provided by Travelling Pet Nurse (TPN), including grooming, dog training, puppy classes and other agreed pet-care services. By booking or attending a service, you agree to the terms relevant to that service.

1. Bookings, cancellations & payment

- Please provide at least 24 hours' notice if you need to cancel or reschedule. Cancellations or changes made with less than 24 hours' notice may incur a cancellation fee.
- Payment for grooming and other services is due at the time of service, unless otherwise arranged. Payment for training services and classes is due at the time of booking, unless otherwise arranged.
- Accepted payment methods include cash, bank transfer and credit/debit card or payment link where offered.
- A deposit may be required to secure a booking. Deposits are non-refundable, subject to any rights you may have under applicable law.

2. Travel & service area

- A small travel surcharge may apply for locations outside TPN's current servicing area. Please contact TPN to confirm whether your location is within the servicing area and whether a travel surcharge applies.

3. Health, vaccinations & disclosure

- You are responsible for ensuring your pet is in suitable health and has appropriate, up-to-date vaccinations and parasite prevention before entering TPN's care.
- Puppies attending puppy classes must have received at least one vaccination before attending.
- Pets showing signs of illness, including vomiting, diarrhoea, coughing or lethargy, must not attend classes or appointments. Please contact TPN to discuss rescheduling if your pet is unwell.
- You must tell TPN before the service about any known allergies, medical conditions, injuries, sensitivities or other relevant care needs.

4. Anxiety, reactivity & behaviour

- If a pet is excessively anxious, reactive or aggressive during a service, TPN may pause or discontinue the service where necessary for the safety and welfare of the pet, the handler and others. A service fee will be payable for the time and service provided.
- Where appropriate, TPN may recommend that you seek advice from your veterinarian, including whether veterinary support or calming medication may be suitable, or consult a qualified behavioural specialist.

5. Veterinary emergencies

- If your pet requires urgent veterinary attention while in TPN's care and you cannot be contacted, TPN may transport your pet to a veterinary hospital and authorise the veterinary team to provide care they consider necessary.
- You are responsible for all veterinary fees and associated costs arising from that treatment. TPN will make reasonable efforts to contact you as soon as practicable.

6. Grooming-specific terms

- If a pet's coat is severely matted, humane grooming may require clipping or shaving the coat short. This can cause or reveal skin irritation, sores or other pre-existing conditions that were hidden beneath the matting.
- TPN will use reasonable care when handling and grooming your pet and will discuss significant concerns with you where practicable. By proceeding with a dematting or shave-down service, you acknowledge these potential risks.

7. Training & puppy classes

- Training is conducted using force-free, reward-based methods. Aversive tools or techniques, including choke chains, prong collars and shock devices, are not used as part of TPN's training services.
- You remain responsible for your dog's behaviour and actions during classes and training sessions. Participation involves ordinary risks associated with working around dogs, and you agree to follow the trainer's safety instructions and manage your dog appropriately.
- Please tell TPN in advance about any relevant behaviour, health or handling concerns so that suitability and reasonable precautions can be discussed.

8. Safety, liability & responsibility

- TPN will take reasonable care to support your pet's safety and wellbeing. To the extent permitted by law, TPN is not responsible for injury, illness, loss or death except where caused by TPN's negligence or other liability that cannot legally be excluded.
- To the extent permitted by law, TPN excludes liability for indirect or consequential loss. Nothing in these terms limits any consumer guarantee or other right that cannot lawfully be excluded under Australian Consumer Law.

9. Photos & promotional use

- TPN may take photos of your pet for marketing or promotional purposes. If you do not want your pet's photos used for these purposes, please notify TPN in writing before the service.