

Happy Paws Waggy Tails – Walking, Training & Adventure Services Agreement

This agreement outlines the responsibilities, expectations, and terms of service for clients engaging Happy Paws Waggy Tails (HPWT) for:

- Solo Walks
- Sniff Walks
- Pace Walks
- Greyhound Walks
- Private Excursions
- Dog Training Services
- Group Adventures
- Big Day Out
- Walking and Training Visit Packs

By booking, signing this agreement, or continuing to use HPWT services, you acknowledge that you have read, understood, and agree to the terms outlined below.

Client Responsibilities

Information and Communication

Clients must provide accurate and up-to-date information necessary for the care of their dog(s), including:

- Medical conditions
- Allergies
- Medications
- Behavioural concerns
- Veterinary details
- Emergency contacts
- Changes to household access arrangements

Clients agree to notify HPWT promptly if any information changes.

At least one emergency contact must be provided and authorised to make decisions regarding your dog's care if you cannot be reached.

HPWT may contact clients by phone, SMS, email, or through the client portal regarding bookings, updates, emergencies, or service-related communications.

Behaviour and Suitability

The client acknowledges that all dogs are individuals and may behave unpredictably.

The client agrees to disclose any known behavioural concerns, including but not limited to:

- Reactivity towards people or dogs
- Separation anxiety
- Resource guarding
- Escape behaviours
- Bite history
- Handling sensitivities
- Medical or behavioural restrictions

Failure to disclose relevant behavioural information may result in services being suspended or discontinued.

HPWT reserves the right to refuse, suspend, or permanently discontinue services if a dog presents an unreasonable safety risk to staff, other animals, members of the public, or themselves.

Access and Equipment

Clients are responsible for providing safe, appropriate, and well-fitted equipment for their dog, including:

- Flat collars
- Harnesses
- Leads
- Long lines
- Muzzles (if required)

HPWT reserves the right to refuse services if equipment is unsafe, damaged, or unsuitable.

Clients must provide safe and reliable access to their property.

Dogs may be collected from secure yards, designated entry points, or via a key or lockbox arrangement.

If HPWT cannot access your property or dog at the scheduled service time, we will wait up to 20 minutes. After this time, the service may be treated as a late cancellation and charged accordingly.

Security and Privacy

Physical keys are stored using a colour-coded system with no identifying information attached.

Addresses, alarm codes, and access information are stored separately in secure, encrypted systems.

Client information is used solely for the delivery of services and will not be disclosed to third parties except where required by law or necessary to protect the safety of your dog.

Cancellations

A minimum of 24 hours' notice is required to cancel or modify a booking.

Late cancellations may result in:

- The loss of a prepaid visit;
- A cancellation fee;
- The applicable service fee being charged.

Cancellations may be made via the client portal, email, or the HPWT Business Phone.

HPWT will provide as much notice as possible if services must be cancelled due to staff illness, emergencies, severe weather, or other unforeseen circumstances.

Payment for Services

Invoices are issued electronically and are payable upon receipt unless otherwise agreed.

Failure to make payment may result in:

- Suspension of services;
- Cancellation of future bookings;
- Debt recovery action.

Clients are responsible for all costs incurred in recovering outstanding amounts.

Clients experiencing financial difficulty are encouraged to contact HPWT to discuss suitable arrangements.

Liability and Assumption of Risk

The client accepts full responsibility for any loss, damage, or injury caused by their dog.

The client agrees to indemnify and hold harmless Happy Paws Waggy Tails and its employees against claims arising from injury, damage, or loss caused by, or to, their dog except where caused by negligence.

The client acknowledges that activities involving dogs carry inherent risks, including but not limited to:

- Minor injuries;
- Interactions with other dogs, people, or wildlife;
- Illness;
- Environmental hazards;
- Accidental escapes;
- Behavioural incidents;
- Transport-related incidents.

While every reasonable precaution is taken, these risks cannot be entirely eliminated.

By using our services, you acknowledge and accept these inherent risks.

Veterinary Treatment and Emergencies

In the event of illness, injury, or emergency, HPWT will attempt to contact you immediately.

If you cannot be reached and urgent treatment is considered necessary, you authorise HPWT to seek veterinary treatment on your behalf.

Whenever possible, your nominated veterinarian will be used. If unavailable or immediate treatment is required, HPWT may seek treatment through another veterinary clinic or emergency hospital, including Advance Vetcare Kensington.

All veterinary, transport, and associated costs remain the responsibility of the client.

Walking Services

HPWT provides a range of walking services designed to meet the physical, mental, and emotional needs of individual dogs.

Walk routes, locations, and durations may be adjusted due to:

- Weather conditions;
- Safety concerns;
- Environmental factors;
- The welfare of your dog.

Dogs will only be allowed off lead with prior written consent from the owner and at the discretion of HPWT.

For on-lead walks and excursions, a long line may be used to encourage natural exploration and enrichment.

HPWT reserves the right to shorten, modify, or cancel services where conditions are considered unsafe.

Group Adventures

Group Adventures are designed for dogs who enjoy exploring new environments and may not be suitable for every dog.

Participation is subject to HPWT approval.

HPWT reserves the right to refuse participation if a dog:

- Does not cope with transport;
- Displays unsafe behaviour;
- Causes significant stress to themselves or other dogs;
- Is unable to be safely managed in public environments.

Dogs travel in secure crates within a climate-controlled vehicle and remain secured whenever the vehicle is moving.

Destinations may change due to:

- Weather;
- Park closures;
- Environmental conditions;

- Safety concerns.

No refund or partial credit will apply where a reasonable alternative destination or activity is provided.

Some adventures may involve:

- Off-lead opportunities;
- Public spaces;
- Natural environments;
- Water-based activities.

By participating in Group Adventures, you acknowledge and accept the additional risks associated with these activities.

Big Day Out

Big Day Out combines:

- Day Care attendance;
- Transport;
- Group Adventure activities.

Participation is subject to HPWT approval.

Not all dogs attending day care will be suitable for Big Day Out.

The timing, duration, and activities involved may vary due to weather, traffic, operational requirements, or the needs of the dogs participating.

If an adventure cannot proceed safely, HPWT may provide:

- An alternative destination;
- Additional enrichment activities;
- Extended day care activities.

No refund or partial credit will apply where a reasonable alternative is provided.

By participating in Big Day Out, you acknowledge and accept the inherent risks associated with transport, public environments, and adventure activities.

Dog Training Services

HPWT uses a balanced, welfare-focused approach to training that prioritises clear communication, practical outcomes, and the individual needs of each dog.

Training recommendations are based on the information provided by the owner and the dog's behaviour at the time of assessment.

Training Tools

Specific tools may occasionally be recommended, including:

- Harnesses;
- Martingale collars;
- Slip leads;
- Training collars;
- Long lines;
- E-collars in limited circumstances.

Before any training tool is introduced, your trainer will:

- Explain its purpose;
- Demonstrate correct use;
- Obtain your express consent.

No training tool will be used without your approval and consent may be withdrawn at any time.

Client Participation

Training success relies heavily on owner participation.

Clients are expected to:

- Implement recommended exercises;
- Complete homework between sessions;
- Follow management recommendations where practical.

HPWT may provide written instructions, handouts, videos, or other resources where appropriate.

Behavioural outcomes cannot be guaranteed, as success depends on factors including:

- Consistency;
- Management;

- Genetics;
- Health;
- Environment;
- Owner participation.

In some cases, behaviour may temporarily worsen before improvements are seen as new skills are being developed.

Walking and Training Visit Packs

Visit Packs are available for selected walking and training services.

Visit Packs:

- Are valid for 180 days from first use;
- May only be used for eligible walking and training services;
- Are non-refundable;
- Are non-transferable;
- Cannot be exchanged for cash;
- Are subject to service availability.

The standard cancellation policy applies to all bookings made using Visit Packs.

Unused visits remaining after the expiry date will be forfeited unless otherwise agreed by HPWT.

Unsafe Weather Conditions

The safety of your dog always comes first.

Services may be modified, shortened, rescheduled, or cancelled due to:

- Extreme heat;
- Storms;
- Flooding;
- Smoke;
- Dangerous environmental conditions.

Alternative arrangements may include:

- Earlier or later appointments;
- Indoor enrichment visits;
- Shorter sniff walks;
- Water-based activities where appropriate.

HPWT will never knowingly place dogs at risk due to unsafe weather conditions.

Media and Communications

You authorise HPWT to take photographs, videos, and digital recordings of your dog for:

- Educational purposes;
- Training purposes;
- Social media;
- Marketing and promotional material.

All images and related intellectual property remain the property of HPWT.

Clients may receive report cards, photographs, and updates via email, SMS, or the client portal.

You may opt out of marketing communications at any time by contacting HPWT.

Feedback and Complaints

We welcome feedback and are committed to resolving concerns fairly and promptly.

If you have a compliment, concern, or complaint, please contact:

Happy Paws Waggy Tails

0402 248 346

happypawswaggytails@gmail.com

Client Acknowledgement

By signing this agreement or continuing to use Happy Paws Waggy Tails services, I acknowledge that:

- The information I have provided is accurate and complete.
- I understand the inherent risks associated with activities involving dogs.

- I authorise HPWT to care for my dog in accordance with this agreement.
- I understand that behavioural outcomes cannot be guaranteed.
- I agree to abide by all policies and procedures outlined above.