

Happy Paws Waggy Tails Day Care Agreement

This agreement outlines the responsibilities, expectations, and policies for all clients and dogs attending services provided by Happy Paws Waggy Tails (HPWT).

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

Client Responsibilities

Assessments and Behaviour

All dogs must complete an assessment before commencing day care. Assessments help ensure your dog is comfortable and appropriate for a group care environment.

To request an assessment, simply create a reservation request for an Assessment Session. Assessments are generally completed as a half day (4 hours or less). Once approved, full day bookings will become available in your client portal.

Dogs attending day care must be friendly towards people and suitable for a group environment with other dogs.

HPWT reserves the right to refuse, suspend, or permanently discontinue services for any dog displaying behaviours that are unsafe, excessively stressful to the dog, or negatively impact the welfare of other dogs or staff.

You must disclose any known behavioural concerns, including but not limited to:

- Reactivity towards people or dogs
- Excessive barking
- Separation anxiety
- Resource guarding
- Mounting behaviours
- Escape attempts
- Handling sensitivities
- Any history of aggression or biting

HPWT uses safe, humane, and low-stress management techniques, including verbal redirection, environmental management, rest periods, and temporary separation where required.

Desexing Policy

Females in heat are not permitted to attend day care.

Dogs over 12 months of age who are not desexed may still attend day care, provided they are socially appropriate and do not display behaviours that impact the safety or wellbeing of other dogs.

HPWT reserves the right to request veterinary documentation or refuse attendance where an entire dog is not suitable for the group environment.

Health and Vaccinations

All dogs must be in good health and free from contagious conditions.

A current C5 vaccination certificate must be uploaded to your client portal. Certificates must clearly show:

- Date of vaccination
- Type of vaccination
- Next due date

Bookings may not be approved without this information.

Vaccinations must remain current at all times. It is the client's responsibility to upload updated certificates before expiry.

Dogs with expired vaccinations may be unable to attend until updated documentation has been received.

HPWT cannot guarantee immunity against illnesses including, but not limited to:

- Canine Cough
- Papilloma Virus
- Ringworm
- Gastrointestinal illnesses
- Other contagious conditions common in group care environments

While we maintain strict cleaning and hygiene protocols, the nature of group care means some inherent risk remains.

Dogs found to have fleas, ticks, intestinal parasites, or other contagious conditions may be refused entry or sent home at the owner's expense.

Should an outbreak or suspected case occur, affected clients will be notified and veterinary advice recommended.

Safety and Conduct

All dogs must arrive and leave on lead and wear a flat collar. Martingale collars are acceptable for sighthounds.

Harnesses and walking equipment may be removed during the day and stored safely by HPWT.

Clients must provide accurate and up-to-date information regarding:

- Medical conditions
- Allergies
- Medication requirements
- Behavioural notes
- Emergency contacts
- Veterinary information

Clients are responsible for notifying HPWT of any changes to the information provided.

At least one emergency contact must be provided and authorised to collect your dog or make decisions on your behalf if you cannot be reached.

Drop-Off and Pick-Up

Drop-off: 7:30am - 10:30am

Pick-up: 3:30pm - 6:30pm unless otherwise agreed in writing.

If you are running late, please notify us as soon as possible.

HPWT cannot accommodate overnight stays at the day care centre.

Late collection fees apply at:

\$30 per 15 minutes or part thereof after 6:30pm.

If your dog has not been collected by 7:15pm and all reasonable attempts to contact you and your emergency contacts have been unsuccessful, HPWT reserves the right to arrange overnight accommodation or alternative care at your expense, including transport and boarding fees.

Repeated late collections may result in future bookings being refused or transport requirements being imposed.

Dogs booked for a half day who exceed the four-hour booking period may be charged for a full day.

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.

Cancellations

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

Cancellations made with less than 24 hours' notice may result in:

- The loss of that visit credit
- Forfeiture of a prepaid session
- The applicable day care fee being charged

HPWT will provide as much notice as possible if we must cancel a booking due to staff illness, emergencies, severe weather, or other unforeseen circumstances.

Liability and Assumption of Risk

The client is responsible for any damage, loss, or injury caused by their dog.

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

The client acknowledges that dog day care involves inherent risks, including but not limited to:

- Minor scratches
- Play-related injuries
- Illness transmission
- Stress or behavioural incidents

While every reasonable precaution is taken, minor injuries can occasionally occur during normal dog interactions.

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

HPWT staff may administer first aid for minor injuries and will notify you as soon as reasonably practicable.

You authorise HPWT to seek veterinary treatment for your dog if you cannot be contacted or if immediate veterinary treatment is considered necessary.

All veterinary expenses incurred are the responsibility of the client.

Payment for Services

Casual day care bookings are payable on the day of service unless otherwise agreed.

Prepaid visit packs and memberships are subject to their own individual terms and conditions.

Persistent non-payment may result in:

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

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

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

Happy Paws Waggy Tails Responsibilities

Day Care Operations

HPWT provides professional, reliable care and treats every dog with kindness, respect, and consideration for their individual needs.

Dogs are grouped according to:

- Play style
- Temperament
- Energy levels
- Arousal levels
- Individual needs and preferences

Group sizes and compositions may change throughout the day to support the safety and welfare of all dogs.

Large and small dogs may mix where appropriate and where play styles are compatible.

HPWT provides all bedding, toys, water, enrichment, and feeding equipment required during your dog's stay.

If your dog requires a specific diet or medication, owners must provide clearly labelled food and instructions.

HPWT maintains Public Liability and Professional Indemnity Insurance appropriate for the services provided.

Transport Services

HPWT offers transport to and from day care for eligible suburbs.

Transport pricing is determined by your home address and will automatically display the appropriate transport zone and pricing when booking through the client portal.

All transport requests must be made at least 24 hours in advance.

Dogs travel in secure, size-appropriate crates within a climate-controlled vehicle operated by trained HPWT staff.

Dogs remain safely crated whenever the vehicle is moving.

Owners should ensure:

- Medication has been administered before pick-up unless otherwise arranged.
- Food required during the day is supplied in a clearly labelled container.

HPWT reserves the right to refuse transport where a dog cannot be transported safely.

Emergencies

In the event of an emergency, HPWT will:

- Attempt to contact you immediately.
- Take all reasonable steps to ensure the safety of dogs and staff.
- Transport your dog to your nominated veterinarian whenever possible.

If your veterinarian is unavailable or immediate treatment is required, HPWT may seek treatment through an alternative veterinary clinic, including emergency veterinary hospitals.

All associated veterinary expenses remain the responsibility of the client.

Feedback and Complaints

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

If you have a concern, compliment, 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:

- I have read and understood this agreement.
- The information I have provided about my dog is accurate and complete.
- I understand the inherent risks associated with group dog care.
- I authorise HPWT to care for my dog in accordance with this agreement.
- I agree to abide by all policies and procedures outlined above.