

Happy Paws Waggy Tails – In-Home Services Agreement

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

- In-Home Private Sitting
- Overnight Sitting
- Pet Sitting Visits
- Toilet Break Visits
- Feeding Visits
- Medication Visits
- Three-Hour Care Blocks
- Additional In-Home Care Services

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 and dosages
- Feeding instructions
- Behavioural concerns
- Veterinary details
- Emergency contacts
- 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 to Your Home

Clients are responsible for providing safe and reliable access to their property.

Access may be provided via:

- Physical key
- Lockbox
- Key safe
- Smart lock or entry code
- Secure collection instructions

Clients are responsible for ensuring:

- Entry instructions are accurate and up to date;

- Gates, fences, and doors are secure;
- Pets are safely contained when required.

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

Security and Privacy

HPWT takes the security of your home and personal information seriously.

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.

HPWT will take all reasonable care to keep your home secure while providing services.

Cancellations

In-Home Visits and Three-Hour Care Blocks

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.
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Overnight Sitting Bookings

A 50% deposit is required to secure overnight sitting bookings.

Deposits are fully refundable with at least 14 days' notice.

Cancellations made within 14 days of the booking commencement date will forfeit the deposit.

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:

- Minor injuries;
- Illness;
- Behavioural incidents;
- Environmental hazards;
- Accidental escapes.

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.

In-Home Private Sitting and Overnight Sitting

A completed care form outlining feeding instructions, medications, routines, and emergency contacts must be completed before services commence.

Standard overnight stays include:

- Home care and supervision
- Feeding and fresh water
- Medication administration as instructed
- Walks where appropriate
- Play, enrichment, and companionship
- Regular updates and communication

Standard overnight bookings operate on:

Check-in: After 3:00pm

Check-out: Before 10:00am

Early arrivals or late departures may incur additional charges.

Three-Hour Care Blocks and In-Home Visits

In-home visits and care blocks are designed to provide companionship, toilet breaks, feeding, medication administration, enrichment, and exercise where appropriate.

Services are charged in the booked time block.

Additional time requested by the client or required due to circumstances outside of HPWT's control may incur additional charges.

Medication Administration

HPWT will administer medication in accordance with the instructions provided by the owner.

Owners are responsible for:

- Providing medication in its original packaging where possible;
- Supplying clear written instructions;

- Advising of any known side effects or concerns.

While every reasonable care is taken, HPWT cannot accept responsibility for complications arising from incorrect information supplied by the owner or unforeseen reactions.

Home Security and Property Care

HPWT will take reasonable steps to keep your home secure during the booking.

This includes:

- Locking doors and windows as instructed;
- Bringing in mail or parcels if requested;
- Rotating lights or blinds if requested;
- Following agreed security procedures.

HPWT is not responsible for:

- Existing maintenance issues;
 - Security failures outside of our control;
 - Utility outages;
 - Damage caused by severe weather or third parties.
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Property Damage

Dogs may occasionally cause accidental damage within the home.

The owner accepts responsibility for any damage caused by their dog to:

- Their own property;
- HPWT property;
- Third-party property.

HPWT will notify owners of any significant incidents as soon as reasonably practicable.

Third-Party Access

Clients should advise HPWT if any other person will have access to the property during the booking period, including:

- Family members;

- Cleaners;
- Tradespeople;
- Gardeners;
- Other pet care providers.

HPWT cannot accept responsibility for issues arising from third-party access to the property.

Unsafe Weather Conditions

The safety of your dog always comes first.

Services may be modified due to:

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

Alternative arrangements may include:

- Indoor enrichment;
- Shorter walks;
- Additional toilet breaks;
- Adjusted schedules.

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 updates, photographs, and report cards 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 authorise HPWT to care for my dog in accordance with this agreement.
- I understand the inherent risks associated with pet care services.
- I authorise HPWT to seek veterinary treatment in an emergency if I cannot be contacted.
- I agree to abide by all policies and procedures outlined above.