

Effective Date: This Daycare Waiver & Indemnity Agreement becomes effective on the date the Client signs, confirms a booking, or otherwise accepts these terms

Business: Coastal Canine Connection

Phone: 0452 573 647

Email: coastalcanine.connection@gmail.com

1. Client & Dog Information

Owner Name: _____

Dog Name(s): _____

Breed / Age: _____

Emergency Contact : _____

Phone: _____

2. Acknowledgement of Risk

I understand and acknowledge that:

- Dog daycare involves **inherent risks**, including but not limited to dog-to-dog interaction, rough play, injury, illness, stress behaviours, escape, environmental hazards, and exposure to outdoor elements.
 - Despite reasonable measures taken by Coastal Canine Connection (“CCC”), dogs may sustain injuries, contract illness, or become stressed while participating in daycare.
 - CCC cannot guarantee the behaviour, health, or actions of other dogs.
 - I voluntarily accept all risks associated with my dog’s participation in daycare.
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3. Behavioural & Health Disclosure

I confirm that:

- My dog is in good physical health and free from contagious illness, fleas, ticks, worms, or parasites.
- My dog is fully vaccinated according to CCC requirements and proof will be provided upon request.
- I have fully disclosed **all known behavioural concerns**, including reactivity, fear issues, aggression, resource guarding, bite history, or any behaviour that may pose a risk.
- I understand that withholding behavioural information may increase risks and may result in termination of services without refund.

4. Owner Liability & Indemnity

I agree that I am **financially responsible** for any:

- Damage caused by my dog to CCC property, equipment, or facilities.
- Injury caused by my dog to staff, contractors, other dogs, or third parties.
- Veterinary expenses incurred due to my dog's behaviour, illness, or pre-existing conditions.

I **indemnify and hold harmless** Coastal Canine Connection, its owners, directors, staff, contractors, agents, and representatives from any and all claims, demands, costs, liabilities, damages, or losses arising from:

- My dog's participation in daycare,
- Any incident involving my dog,
- My dog's behaviour,
- Injury, illness, escape, or death, except to the extent caused by CCC's wilful misconduct or as restricted under Australian Consumer Law.

5. Veterinary & Emergency Care Consent

If my dog becomes ill, injured, or requires urgent care while at daycare:

- CCC will attempt to contact me immediately.
- If I am unreachable, I authorise CCC to transport my dog to a licensed veterinarian and consent to treatment deemed necessary.
- I accept full financial responsibility for all veterinary costs, medications, transport fees, and related expenses.
- I understand that CCC makes no guarantee regarding treatment outcomes.

6. Daycare Policies & Safety

I agree to comply with all CCC policies, including:

- Arrival and pick-up times
- Health, behaviour, and vaccination requirements
- CCC staff instructions relating to safety and handling
- Any request to remove my dog from the daycare program if behaviour becomes unsafe or unmanageable

I acknowledge that CCC may, at its discretion:

- Separate my dog from group play
- Remove my dog from daycare temporarily or permanently
- Require training or behavioural work before re-entry

No refunds are guaranteed in these circumstances.

7. Personal Items

CCC is not responsible for loss or damage to leads, collars, harnesses, toys, bedding, or any personal items brought to daycare.

8. Media Release

Unless I opt out in writing, I grant CCC permission to photograph or film my dog for marketing, educational materials, or social media. No compensation is provided.

9. Cancellation & Refunds

I acknowledge that daycare cancellations are governed by the Coastal Canine Connection **Cancellation & Refund Policy**, which requires:

- **24 hours' notice** for cancellation
- A **100% cancellation fee** for cancellations within 24 hours
- **No refund** for no-shows or same-day cancellations

I accept these terms as part of this Waiver.

10. Acknowledgement & Signature

I confirm that:

- I have read and fully understand this Daycare Waiver & Indemnity Agreement.
- I have had the opportunity to ask questions before signing.
- I agree to be bound by this Agreement and the CCC General Terms & Conditions.
- I am the legal owner of the dog or authorised to act on the owner's behalf.

Owner Full Name: _____

Signature: _____

Date: _____



COASTAL CANINE
CONNECTION