

Ooohh Yeah Dog Care

Level 1, 94 McEvoy St, Alexandria NSW 2015

info@oydc.com.au

Client Agreement, Policies & Waivers

Please read this document carefully before signing.

1. Owner Declaration & General Waiver

I (the "Owner") hereby represent that I am the legal owner of the dog described above (the "Dog") to be enrolled at Ooohh Yeah Dog Care, Level 1, 94 McEvoy St, Alexandria NSW 2015 ("OOOHH YEAH DOG CARE").

I am satisfied to admit my dog into the care of Ooohh Yeah Dog Care.

Health & Vaccination Requirements

I agree to disclose any previous or current medical issues or concerns of my dog so that OOOHH YEAH DOG CARE can decide suitability for daycare. I understand and agree that my dog(s) is in good health, is current on all required C5 vaccinations, is current on flea/tick/worm preventative medication, and does not currently have any contagious illnesses.

- I agree to submit proof of current C5 vaccinations to OOOHH YEAH DOG CARE prior to attendance.
- I agree to allow a 48-hour waiting period after my dog has received vaccinations to allow the vaccines to reach full protection potential.
- Should I allow my dog to attend OOOHH YEAH DOG CARE within a shorter than 48-hour period from the date of vaccinations, I understand that my dog could be at risk of contracting a contagious virus or disease.
- I understand that vaccines are not 100% foolproof and there remains a minimal risk that my dog may contract a contagious virus or disease.
- I agree that should this occur, I must refrain from bringing my dog to OOOHH YEAH DOG CARE until they are no longer contagious.

Behaviour & Aggression

Ooohh Yeah Dog Care has relied upon my representation that my dog(s) has not harmed or shown aggressive or dangerous behaviour towards any person or any other dog.

Injuries & Medical Care

I understand that incidents of injury may occur, such as but not limited to bites, scrapes, and scratches from playmates. In the event of minor injuries, the Owner will be notified upon collection of the Dog from OOOHH YEAH DOG CARE. In the event of an injury requiring medical attention, the Owner will be notified as soon as staff at OOOHH YEAH DOG CARE have completed any immediate basic first aid deemed necessary.

- I allow OOOHH YEAH DOG CARE staff to contact a veterinarian if deemed necessary should any injuries require veterinary attention.
- In the event veterinary care is required, OOOHH YEAH DOG CARE will cover the cost of treatment up to \$500 on the owner's behalf. The owner agrees to reimburse OOOHH YEAH DOG CARE for this amount in full upon collection of their Dog.
- If the cost of veterinary care exceeds \$500, OOOHH YEAH DOG CARE will contact the owner prior to any further treatment being administered. Any costs beyond \$500 will be the sole responsibility of the owner and payable directly.

- I understand and agree that I am ultimately responsible for all veterinary expenses incurred as a result of any incident or injury to my Dog while in the care of OOOHH YEAH DOG CARE.

Hours of Operation & Collection

The hours of operation of OOOHH YEAH DOG CARE are 7:00am to 6:30pm ("Closing Time"), Monday to Friday. I understand that drop-off times are between 7:00am–10:00am and pick-up times are 4:00pm–6:30pm. Saturday 10am to 5pm with drop off times between 10am and 12pm and that doors will be locked for the safety of our dogs. Drop-offs and pick-ups between 10:00am–4:00pm can be arranged by calling OOOHH YEAH DOG CARE.

- I agree that management retains the right to amend the hours of operation at any time.
- I agree to collect my Dog prior to Closing Time. Should I fail to collect my Dog by Closing Time, a late charge fee of \$25 will be applicable.
- Any dog not collected by **7:00pm** will be placed into overnight boarding, and the applicable boarding fee will be charged in addition to the late fee.
- I understand that I am to walk my Dog in and out of the facility on a leash, and in a safe and expedient manner.
- If for any reason OOOHH YEAH DOG CARE is unable to further care for my Dog, I must collect my dog from the premises or have an emergency contact available to pick up and care for my Dog.

Conduct & Training

I understand that my Dog is not allowed to bark uncontrollably while at OOOHH YEAH DOG CARE and, if necessary, my Dog may be muzzled for short periods of time. I understand that to maintain control in a large group of unleashed, un-kennelled dogs, certain humane training and disciplinary methods may be used as the owners or staff of OOOHH YEAH DOG CARE see fit.

Photography & Media

I agree that my Dog may be videotaped, photographed, and/or recorded. OOOHH YEAH DOG CARE shall be the exclusive owner of the results and all proceeds of video, photographic, and audio content produced.

Payment

I understand that I must pay in full for care and services rendered before my Dog is released from OOOHH YEAH DOG CARE into my custody.

Liability Release

I hereby release OOOHH YEAH DOG CARE, its directors, officers, employees, assistants, members and agents from any and all liability, claims, suits, actions, loss, injury or damage of any nature or kind which I, the Dog, and any third party or their pet may suffer — including specifically but without limitation any accidents, injury, damage, loss or death of my animal

on or off the premises at Level 1, 94 McEvoy St, Alexandria NSW 2015, while in attendance at OOOHH YEAH DOG CARE.

Agreement & Certification

I certify that I have read and understand the rules and regulations herein and that I have read and understand this agreement. I agree to abide by the rules and regulations and accept all terms, conditions, and statements of this agreement, and confirm the truthfulness of the contents of the application form completed by me. I am of the full age of eighteen (18) years of age.

2. Doggy Daycare Cancellation Policy

All dogs must arrive for daycare each day before 10:00am. Failure to do so may result in a cancellation of your appointment.

We understand that sometimes plans change, and you may need to cancel or reschedule your doggy daycare appointment. To ensure smooth operations and fairness to all our clients, please review our cancellation and rescheduling policy below.

Cancellations

- If you need to cancel your appointment, you must provide at least 48 hours' notice. This allows us to adjust our schedule and offer the spot to another client.
- Cancellations made with less than 48 hours' notice may be subject to a cancellation fee.
- Cancellations made under the 48-hour period may be rescheduled; however, if you do not follow this policy, no refunds will be made.

Rescheduling

- To reschedule your appointment, you must provide at least 24 hours' notice. This ensures we can accommodate your preferred time and make the necessary arrangements.

Exceptions

The only exceptions to the above policies are for genuine emergencies supported by appropriate documentation:

- A medical certificate for yourself.
- A veterinary medical certificate for your pet.

Thank you for your understanding and cooperation. These policies help us provide the best possible care and service for all our clients and their beloved pets. If you have any questions or concerns, please don't hesitate to contact us.

3. Membership Cancellation Policy

We understand that circumstances may change, and you may need to cancel your membership with us. Please review our membership cancellation policy outlined below.

Minimum Commitment Period

Upon joining our membership program, members are required to stay enrolled for a minimum of four (4) weeks from the date of enrolment. This ensures a fair commitment period for both parties.

Cancellation Process

If you wish to cancel your membership after the initial four-week commitment period, please notify us in writing at least seven (7) days before your next billing cycle. You may send your cancellation request via email to info@oydc.com.au or submit a written request in person at Ooohh Yeah Dog Care.

No Joining Fee

There is no joining fee for our membership program. However, members who cancel before completing the four-week minimum commitment period will be charged a prorated fee equivalent to the standard non-member rate for the services used during their membership period.

Billing & Refunds

- Members will be billed automatically on a recurring basis according to their chosen membership plan.
- Cancellation requests received after the billing date for a given period will take effect from the following billing cycle.
- Refunds will not be issued for partial periods already billed.

Termination of Benefits

Upon cancellation of your membership, you will immediately lose access to membership benefits, including discounts and complimentary services. Any unused benefits or credits will be forfeited upon cancellation.

Re-joining

Should you decide to re-join our membership program after cancelling, you will be subject to the current terms and conditions, including any updated pricing or benefits.

Exceptions

In exceptional circumstances, such as relocation or pet-related issues, we may consider waiving the minimum commitment period requirement. Please contact us directly to discuss your situation.

By enrolling in our membership program, you agree to adhere to the terms outlined in this cancellation policy. We strive to provide flexibility while ensuring fairness to all our members. If you have any questions or require further clarification, please don't hesitate to reach out to us — we are here to assist you every step of the way.

4. Terms & Conditions for Package Purchases

By purchasing a package, you agree to the following terms and conditions.

1. No Refunds

- Packages are non-refundable, regardless of usage. Unused days within a package will not be refunded or credited.

2. Package Expiry

- 23-day packages expire six (6) months from the date of purchase.
- 11-day packages expire three (3) months from the date of purchase.
- If a package is not fully used within the designated time frame, any remaining days will be forfeited without refund or extension.

3. Dog Behaviour & Liability

- If your dog is involved in a fight and is determined to be the cause of the altercation, your package will be terminated immediately and no refund will be issued for any remaining days.
- Owners are responsible for ensuring their dogs are well-socialised and suitable for group environments.

By completing your purchase, you acknowledge that you have read, understood, and agreed to these terms and conditions. Thank you for choosing Ooohh Yeah Dog Care!

5. Dog Boarding Policy & Waiver

At Ooohh Yeah Dog Care, we aim to make every stay feel like a holiday for your dog! To ensure the safety, comfort, and happiness of all dogs in our care, please read and agree to the following policies.

Eligibility & Temperament

- All dogs must complete a trial daycare day before boarding.
- Dogs must be desexed (unless under 12 months), up-to-date with vaccinations (C5 or equivalent), and free from parasites and contagious illnesses.

Check-In & Check-Out

- **Check-in:** 7:00am – 10:00am, Monday to Friday; Saturday 10:00am – 12:00pm; Closed Sunday and public holidays.
- **Check-out:** 10:00am – 11:00am.
- **A morning half-day fee applies for all pick-ups before 11:00am.**
- Pick-ups after 11:00am will be charged at the full daycare rate.

Daily Routine

- Dogs enjoy full-day enrichment, structured play, rest breaks, and social time with trained staff.
- Night time: Dogs are securely kennelled.

Meals & Medication

- You may bring your own food, or we can provide food at no extra cost.
- All medications must be clearly labelled with instructions.

Health & Emergency Care

- If a dog becomes unwell or injured, we will contact you or your emergency contact immediately.
- If urgent veterinary care is required, we will take your dog to a local vet at your expense.

Belongings

Please label all personal items. We are not responsible for lost or damaged belongings.

Behaviour

Dogs showing excessive aggression or stress may be separated, required to be collected early, or transferred to another boarding facility at the owner's expense for the safety and wellbeing of all dogs in our care.

Owner Waiver — Dog Boarding

I understand and agree that:

- While Ooohh Yeah Dog Care takes every precaution, I accept all risks associated with boarding, including illness, injury, or behavioural changes.
- Ooohh Yeah Dog Care and its staff are not liable for any injury, illness, or loss that may occur during my dog's stay.
- I authorise Ooohh Yeah Dog Care to seek veterinary care if required and agree to cover all related costs.
- I agree to pay for any damage my dog causes to property, equipment, or facilities due to destructive behaviour.

6. Senior Dog Boarding Policy & Waiver

At Ooohh Yeah Dog Care, we absolutely love our golden oldies and are honoured to care for them in their later years. We understand that senior dogs often require extra love, patience, and attention, and we take every measure to ensure their comfort and wellbeing during their stay.

However, due to age and health factors beyond anyone's control, it is important for all owners of senior dogs to understand and agree to the following terms.

Definition of Senior Dogs

Any dog aged 10 years or older, or a dog with known health conditions, will be considered a senior guest at Ooohh Yeah Dog Care.

Health & Vet Requirements

- All senior dogs must be fit for boarding, as confirmed by their regular veterinarian.
- OYDC must be informed of all medical conditions, medications, allergies, and mobility issues prior to boarding.
- All medications must be clearly labelled with dosage instructions and provided in original containers.

Activity & Care Adjustments

- Senior dogs may participate in lighter activities and will receive additional rest periods.
- If your dog shows signs of discomfort, pain, or fatigue, our team will adjust their daily routine to ensure comfort and safety.

Emergency & Medical Situations

- In the event of sudden illness, distress, or collapse, OYDC will attempt to contact you or your emergency contact immediately.
- If urgent veterinary care is needed, OYDC will take your dog to the nearest available veterinary clinic.
- All veterinary expenses are the responsibility of the owner.

End-of-Life Risk Awareness

Sadly, as with humans, elderly dogs are more prone to sudden health complications, including heart failure, organ failure, seizures, or natural passing during rest.

OYDC staff are trained to identify signs of distress and will act with care and urgency, but cannot prevent or be held responsible for natural causes or age-related conditions that may occur during a stay.

If a senior dog passes away in our care, they will be treated with the utmost dignity and respect. OYDC will immediately contact the owner and arrange for safe transfer to the nominated veterinary clinic or aftercare service.

Behaviour & Comfort

Senior dogs may experience confusion, anxiety, or disorientation in new environments. We take extra care to ensure their comfort and ask that owners provide as much information as possible about routines, triggers, and special needs.

Owner Waiver — Senior Dog Boarding

I understand and agree that:

- My dog is considered a senior and may have underlying health conditions related to age.
- I have disclosed all known medical issues, medications, and special care instructions.
- Ooohh Yeah Dog Care will take all reasonable precautions to ensure my dog's wellbeing but cannot guarantee prevention of age-related health decline, illness, or natural death.
- In the event my dog becomes unwell, OYDC may transport my dog to a veterinarian for care, and I agree to pay all associated costs.
- I understand that if my dog passes away due to natural or medical causes while in the care of OYDC, staff will handle the situation with compassion and notify me immediately.
- I release Ooohh Yeah Dog Care and its staff from any liability in the case of injury, illness, or death due to natural causes, pre-existing conditions, or age-related health issues.

Owner Acknowledgement

By ticking the acceptance box during the booking process, you confirm that you have read, fully understood, and agree to all terms, conditions, policies, and waivers contained in this document, including:

- Owner Declaration & General Waiver
- Doggy Daycare Cancellation Policy
- Membership Cancellation Policy
- Terms & Conditions for Package Purchases
- Dog Boarding Policy & Waiver
- Senior Dog Boarding Policy & Waiver (if applicable)

Your digital acceptance is recorded and timestamped at the time of booking and is legally binding in accordance with Australian Consumer Law.

Thank you for trusting Ooohh Yeah Dog Care with your beloved dog. We can't wait to spoil them!