



**LITTLE PAWS**  
BRISBANE

# Terms & Conditions

## General Terms & Conditions

The client acknowledges that Little Paws Brisbane (LPB) allows dogs to play and interact directly with one another off leash. The client further acknowledges that due to this, injuries to pets may occur. The client agrees that LPB will not be held liable for any injury or illness and expressly waives all claims against LPB, or its employees for any loss, injury or illness to their pet or their property while in the care of LPB or its agents. LPB agrees to provide services in a reliable, safe, sanitary and trustworthy manner.

The client agrees to express any known behavioural/aggression problems that their pet has with other animals, toys, food or humans when completing the 'New Client Form'. The client is solely responsible for any harm or injury caused by their pet while in the care of LPB.

The client understands that all pets accepted must be in good general health. Veterinarian information and proof of all required vaccinations must be provided to LPB during the initial interview, and immediately upon any changes. Pets must be on a flea and tick prevention program whilst in our care. Under no circumstances will LPB, or its employees, be held responsible for Paralysis Tick, Canine Influenza, Injury, Death, Loss or Damages of any kind whatsoever that may occur to any animal while in the care of LPB.

Should any pet become ill or injured while with LPB, we reserve the right to administer necessary aid, and, if necessary, transport the pet to a vet. Any expenses incurred are the responsibility of the client. LPB will attempt to contact the pet's own vet but reserves the right to transport the pet to another if necessary.

## Fees & Payments

All payments for dog walking services are to be paid on the day of your booking (if doing more than one walk per week all must be paid for before 12pm on Thursdays)

All payments for Wedding Chaperone Services are to be paid 24 hours prior to booking.

## Cancellation Policy

Little Paws Brisbane requires a minimum 24 hour cancellation notice for all dog walking services. If the service is cancelled within 24 hours prior to its commencement, we can aim to move your booking to a different day in the same week or if this isn't possible 50% of the booking fee will still be payable.

If you cancel within 12 hours or on the day of your booking, and another day cannot be arranged within the same week, the full amount of your service will still be payable.

## Wet Weather / Hot Weather

In the event of light rain, all dog walking services will continue. In the event of extreme wet weather i.e. very heavy rain or storms we may be forced to reduce the time of your pet's walk if we have already commenced. If prior to pick up, we will cancel all bookings where the pup is home with a parent (eg working from home). If your dog is home alone, we will do a 1-hour house visit to your dog to play, interact, ensure they have done their toilet business etc.

We understand the weather can be unpredictable, in the case of extreme heat we will assess on the day and for the safety of our pups we will cancel bookings if required. As above, if your dog is home alone, we will conduct 1 hour house visits.