

Grand Pet Care



Client Terms & Conditions



House-Sitting



Daycare



House Visits



Dog Walking

*Professional care.
Happy pets.
Peace of mind.*



● CONTENTS

- 1 About These Terms
- 2 Booking Confirmation & Reserved Dates
- 3 Important Booking & Cancellation Notice
- 4 Pricing & Service Duration
- 5 Standard Service Hours & Out-Of-Hours Charges
- 6 Payments, Invoices & Booking Security
- 7 Booking & Administration Fee
- 8 Overdue & Unpaid Invoices
- 9 Peak Periods & Surcharges
- 10 Christmas & New Year Peak Booking Period
- 11 Easter Peak Booking Period
- 12 Changes To Confirmed Bookings
- 13 Additions To Existing Bookings
- 14 Late Booking Changes
- 15 Booking Reductions & Partial Cancellations
- 16 Changing Or Transferring Booking Dates
- 17 Standard Cancellation Policy
- 18 Christmas & New Year Cancellations
- 19 Easter Peak Cancellations
- 20 Other Holiday & Peak Period Cancellations
- 21 Early Returns, Late Departures, Unused Services & End Of Responsibility
- 22 Travel Disruption & Changes Of Plans
- 23 Replacement Bookings & Cancellation Loss
- 24 Compassionate & Exceptional Circumstances
- 25 Travel Fees
- 26 Standard Pet-Sitting & Daycare Availability
- 27 24/7, Solo & Continuous Supervision
- 28 Puppy, Complex & Palliative Care
- 29 Pet Food, Feeding Instructions & Digestive Illness
- 30 Health, Medication & Behavioural Disclosure
- 31 Vaccinations, Parasite Control & Infectious Conditions
- 32 Desexing & Animals In Season
- 33 Identification, Microchipping & Registration
- 34 Outdoor Access, Fencing & Escape Risk
- 35 Home Preparation, Toileting Access & Facilities
- 36 Other People Entering Or Staying At The Property
- 37 House & Pet Care Instructions
- 38 Pet Hygiene, Soiling & Additional Cleaning
- 39 Keys & Property Access
- 40 Authority To Enter The Property
- 41 Pet Equipment & Supplies
- 42 Cctv, Cameras & Sitter Privacy
- 43 Veterinary Information & Emergency Transport
- 44 Veterinary Authority
- 45 Veterinary & Emergency Costs
- 46 Emergency Contacts
- 47 Medical & End-Of-Life Decisions
- 48 Household Essentials & Client Expenses
- 49 Property Damage, Pre-Existing Conditions & Pet-Caused Damage
- 50 Photography, Pet Updates & Marketing
- 51 Security Of The Property
- 52 Rain, Heat & Unsafe Weather Policy
- 53 Other Events Outside Reasonable Control
- 54 Right To Modify Or Terminate Services For Safety
- 55 Breach Of Client Obligations
- 56 Substitute Or Alternative Carers
- 57 Cancellation By Grand Pet Care
- 58 Liability
- 59 Client Information & Ongoing Disclosure
- 60 Future Pets, Bookings & Updated Terms
- 61 Communications & Written Notice
- 62 Australian Consumer Law
- 63 Severability
- 64 No Waiver
- 65 Governing Law
- 66 Acceptance Of Terms

IMPORTANT

Please read these Terms carefully before confirming your booking. They help ensure your pet receives the best possible care and that we are both clear on our responsibilities.

1 About These Terms

These Terms & Conditions form the agreement between Grand Pet Care ("Grand Pet Care", "GPC", "we", "us" or "our") and the person booking our services ("Client", "Pet Owner", "you" or "your").

These Terms apply to pet sitting, house sitting, daycare, dog walking, house visits, grooming and other pet-care services provided by Grand Pet Care.

By confirming a booking, paying an invoice or instructing Grand Pet Care to proceed with a service, the Client confirms that they have read, understood and accepted these Terms & Conditions.

Confirmation may occur through our booking system, email, SMS, WhatsApp or another written method agreed between Grand Pet Care and the Client.

These Terms apply to current and future bookings unless Grand Pet Care provides updated Terms & Conditions before a subsequent booking.

Nothing in these Terms excludes, restricts or modifies any right or remedy available to a Client under the Australian Consumer Law that cannot lawfully be excluded, restricted or modified.

2 Booking Confirmation & Reserved Dates

An enquiry, quotation, meet and greet, discussion or provisional booking request does not guarantee availability or reserve dates.

A standard-period booking is considered confirmed only once Grand Pet Care has accepted the booking, received the required deposit or full payment, received sufficient information to assess and provide the services, and issued written confirmation.

Holiday and Peak Period bookings are subject to the full-payment requirements in these Terms and are not confirmed or secured through deposit payment alone.

Once confirmed, Grand Pet Care reserves the agreed dates, commencement/arrival and completion/departure times, and services for the Client and may decline other booking enquiries as a result.

Clients are responsible for carefully checking:

- booking dates and times
- agreed commencement/arrival and completion/departure dates and times
- number and type of pets
- number and duration of visits or walks
- level of supervision required
- toileting routines and access requirements
- indoor and outdoor toileting arrangements
- medication and health requirements
- feeding schedules
- behavioural information
- requested services

- any other information shown on the quotation or booking confirmation

Any errors or changes must be brought to Grand Pet Care's attention as soon as possible.

Grand Pet Care's responsibility for the booked service begins at the agreed commencement/arrival time and ends at the agreed completion/departure time.

Except to the extent caused by Grand Pet Care's negligence or breach of its legal obligations, Grand Pet Care is not responsible for pet soiling, vomiting, diarrhoea, property damage, escape, injury or another incident occurring:

- before the agreed commencement/arrival time
- after the agreed completion/departure time
- before Grand Pet Care has entered and taken responsibility for the booked service
- after Grand Pet Care has completed the agreed service, secured the property as instructed and departed

A Client requiring care before the confirmed commencement/arrival time or after the confirmed completion/departure time must request an extension, which remains subject to availability and additional payment.

3 Important Booking & Cancellation Notice

IMPORTANT: By confirming a booking and making the required payment, the Client acknowledges that Grand Pet Care reserves the agreed dates and services specifically for the Client and may decline other booking enquiries as a result.

Clients are responsible for carefully confirming all commencement/arrival and completion/departure times, dates, services and care requirements before making payment.

Once confirmed, removing dates, shortening the booking, returning home early, departing later than originally planned, reducing visits, removing booked services, reducing the level of care required or requesting that services be moved to different dates may constitute a partial or full cancellation.

Adding extended departure times, dates, pets, visits or services is subject to availability and may attract additional charges and applicable surcharges.

Christmas/New Year, Easter and other designated Peak Period bookings are subject to stricter payment, amendment and cancellation conditions because availability is limited and other enquiries may be declined after a booking is accepted.

By proceeding with a booking and making payment, the Client confirms that they have been provided with access to and accept these Terms & Conditions.

4 Pricing & Service Duration

Fees are calculated according to the services agreed in the Client's quotation or booking confirmation and may be charged per visit, walk, night, day, pet, duration of care or additional care requirement.

Pet and house sitting ordinarily begins at the agreed commencement/arrival time on the first day and ends at the agreed completion/departure time on the final day.

Additional fees may apply for early arrival, late departure, half-day, extended-day or other additional care.

Grand Pet Care will advise the applicable price before confirmation wherever reasonably practicable.

Minimum Dog-Walk & House-Visit Charges

Dog walks and house visits are charged according to the duration reserved, with a minimum charge equivalent to the standard 30-minute service.

Where a Client requests a walk or visit of less than 30 minutes, the standard 30-minute price remains payable. A shorter service does not create an entitlement to a reduced rate, pro-rata refund, extra time on another visit or future credit.

The booked minimum fee remains payable where the service is shortened because:

- the Client requested the shorter duration
- the pet refuses or cannot safely continue
- weather, environmental or emergency conditions make continuing unsafe
- access is delayed by a Client-related issue
- the care instructions can reasonably be completed sooner
- the sitter reasonably considers a modification necessary for the pet's welfare

Where Grand Pet Care shortens a service for reasons within its control and does not provide the reasonably expected care or an agreed alternative, the Client's rights under Australian Consumer Law remain unaffected.

5 Standard Service Hours & Out-Of-Hours Charges

Grand Pet Care's standard commencement/arrival, completion/departure, dog-walking and house-visit service hours are 7:00 am to 7:00 pm unless otherwise agreed in writing.

A requested or required service commencing before 7:00 am or ending after 7:00 pm is an out-of-hours service and may attract an additional fee.

Out-of-hours charges may apply to:

- early house-sitting or daycare commencement/arrival
- late house-sitting or daycare completion/departure
- early or late key collection or return
- dog walks
- house visits
- transport or veterinary attendance
- booking extensions
- handovers
- other services requested outside standard hours

Any scheduled out-of-hours fee will be identified in the quotation, booking confirmation or supplementary invoice. Out-of-hours services are subject to availability and are not guaranteed.

Where Grand Pet Care independently chooses to attend outside standard hours for its own convenience, an out-of-hours fee will not be added unless the Client requested or agreed to that timing.

6 Payments, Invoices & Booking Security

NEW CLIENTS: First-time Clients must pay 100% of the booking amount before confirmation unless Grand Pet Care expressly agrees otherwise in writing.

ELIGIBLE RETURNING CLIENTS: After three successfully completed bookings with all invoices paid in full and on time, Grand Pet Care may permit a returning Client to secure a standard-period booking with a 50% deposit. The remaining balance must be paid by the invoice due date.

Deposit arrangements are discretionary and may be withdrawn for late payment, outstanding invoices, significant bookings, material changes, Peak Period bookings or other reasonable business reasons.

HOLIDAY & PEAK PERIOD BOOKINGS: All Christmas/New Year, Easter, public holiday and other designated Holiday or Peak Period bookings require 100% cleared payment to secure. No deposit-only holds are available.

Until full payment has cleared:

- the booking is not confirmed
- the dates are not secured
- Grand Pet Care may continue accepting enquiries
- the dates may be offered to another Client

Each invoice will specify its due date. Unless stated otherwise, booking-security payments are due immediately; additional services must be paid before provision; extensions must be paid as soon as invoiced; and reimbursement invoices are due within seven calendar days.

Payment is received only when cleared funds are available to Grand Pet Care. A scheduled, initiated or pending payment is not treated as received.

Clients must review quotations and invoices promptly and notify Grand Pet Care of genuine errors. Any undisputed amount remains payable by the original due date.

Where payment has not cleared by the due date, Grand Pet Care may:

- withhold confirmation
- release dates
- withdraw or cancel an unpaid booking offer
- decline to commence services
- suspend additions or extensions
- require an alternative payment arrangement

Where an animal is already in care, Grand Pet Care will take reasonable steps to protect immediate welfare while seeking payment or arranging a safe transfer of care.

7 Booking & Administration Fee

A Booking & Administration Fee of up to 10% of the booking value may be charged where the applicable percentage or amount is disclosed before confirmation.

The fee contributes to booking assessment, Client communication, scheduling, care-record preparation, administration, business systems, insurance, payment processing and management of reserved services.

Once the booking is confirmed and the relevant administration has been performed, the disclosed Booking & Administration Fee is non-refundable, including where the Client later cancels, reduces, transfers or changes the booking.

The fee is separate from cancellation amounts applying to the pet-care services.

The fee will not be retained to the extent that:

- Grand Pet Care cancels without Client fault and cannot provide an agreed alternative
- the booking was never accepted or confirmed
- the relevant booking administration was not performed
- retention would result in double recovery
- a refund is required by law

8 Overdue & Unpaid Invoices

An invoice becomes overdue when cleared payment has not been received by the due date.

Grand Pet Care may:

- issue reminders
- contact the Client about a genuine payment issue
- suspend future bookings, additions or extensions
- require future bookings to be paid in full
- issue a final notice or letter of demand
- cancel services not yet commenced subject to the cancellation policy
- refer the debt for recovery
- obtain legal assistance
- commence appropriate recovery proceedings

The Client must pay reasonable external recovery, filing, service or legal costs actually incurred and lawfully recoverable.

A genuine invoice dispute must be raised promptly in writing, identifying the disputed amount, reason and supporting information. Any undisputed amount remains payable.

A history of late or unpaid invoices may result in future bookings being declined or requiring 100% advance payment.

9 Peak Periods & Surcharges

A 20% Seasonal Peak Surcharge may apply to services occurring from 1 December to 31 January inclusive, the four days before Good Friday, Good Friday through Easter Monday, the seven days after Easter Monday, and nominated Queensland school holiday periods.

A 30% Public Holiday/Special Date Surcharge may apply on New Year's Day, Australia Day, Good Friday, Easter Saturday, Easter Sunday, Easter Monday, ANZAC Day, Labour Day, applicable Royal Queensland Show Day, applicable Gold Coast Show Day, King's Birthday, Christmas Eve, Christmas Day, Boxing Day and New Year's Eve.

Where a date qualifies for both surcharges, both apply and are added together unless expressly stated otherwise in the quotation. A 20% Seasonal Peak Surcharge plus a 30% Public Holiday/Special Date Surcharge may therefore produce a combined 50% surcharge on the relevant base rate.

Public holiday dates may change according to Queensland Government declarations and local public holidays.

10 Christmas & New Year Peak Booking Period

The Christmas/New Year Peak Booking Period is 1 December to 31 January inclusive.

Christmas/New Year bookings require 100% cleared payment to secure. Grand Pet Care does not accept deposit-only holds for bookings occurring wholly or partly during this period.

Until full payment is received, the booking is not confirmed and the dates remain available to other Clients.

Where an invoice includes a deadline, payment must be received by that deadline. Grand Pet Care may withdraw availability if payment is not received.

11 Easter Peak Booking Period

The Easter Peak Booking Period runs from the Thursday immediately before Good Friday through to the Tuesday following Easter Monday, unless a longer period is identified before booking.

Bookings occurring wholly or partly during this period require 100% cleared payment to secure. No deposit-only holds are available.

Additional Easter seasonal and Public Holiday surcharges may apply.

12 Changes To Confirmed Bookings

All changes must be requested in writing and are not accepted until Grand Pet Care confirms them in writing.

Changes remain subject to sitter availability, operational capacity, suitability, current pricing, applicable surcharges, additional fees and payment requirements.

Grand Pet Care cannot guarantee that a confirmed booking can be extended or changed.

13 Additions To Existing Bookings

Requests for additional dates, nights, commencement/arrival or completion/departure time, walks, house visits, pets, medication administration, services, supervision, grooming, transport or other care are additions to the original booking and remain subject to availability.

Additional services are charged at the rate applicable when requested, including any Peak Period, Public Holiday or out-of-hours surcharge.

Payment may be required before confirmation or provision. Peak Period additions require full payment to secure.

14 Late Booking Changes

Material changes requested within 48 hours of commencement/arrival may attract a \$30 Last-Minute Amendment Fee, in addition to any increase in service cost.

Examples include:

- previously undisclosed continuous-supervision requirements
- changing visit duration
- adding pets
- adding medication requirements
- changing access arrangements
- substantially changing routines
- changing agreed commencement/arrival or completion/departure times
- requesting additional services

Grand Pet Care may decline a change that cannot reasonably or safely be accommodated.

15 Booking Reductions & Partial Cancellations

Any reduction to a confirmed booking is a partial cancellation.

This includes:

- removing booked dates
- shortening a pet or house sit
- departing later than booked
- returning home earlier
- reducing visits or walk duration
- removing overnight care
- removing a pet or service
- reducing the level of care
- cancelling selected days
- advising that booked services are no longer required

The applicable cancellation policy applies to the value of the removed services. A Client cannot avoid a cancellation charge by describing the change as an amendment, alteration, reschedule, transfer or change of plans.

A reduction does not entitle the Client to a refund of the Booking & Administration Fee.

16 Changing Or Transferring Booking Dates

Changing confirmed dates is not automatically a free transfer. Grand Pet Care may treat the request as cancellation of the original dates and a new booking request for replacement dates.

Replacement dates are subject to availability, current pricing, surcharges, payment rules and are not guaranteed.

Grand Pet Care may, at its discretion, transfer some or all eligible service payments. The Booking & Administration Fee remains non-refundable unless required by law.

17 Standard Cancellation Policy

MORE THAN 14 DAYS BEFORE COMMENCEMENT/ARRIVAL: eligible service payments will be refunded less 50% of the required deposit, or 25% of the full booking value where paid in full, plus any separately disclosed non-refundable Booking & Administration Fee.

14 DAYS OR FEWER BEFORE COMMENCEMENT/ARRIVAL: 50% of the total booking value is ordinarily non-refundable. Where paid in full, Grand Pet Care may retain an amount reasonably reflecting reserved services, administration, preparation, declined booking opportunities and resulting loss, subject to law.

AFTER COMMENCEMENT/ARRIVAL: booked services are non-refundable except where required by law or otherwise agreed.

18 Christmas & New Year Cancellations

Before 1 November AND more than 30 clear days before commencement/arrival, Grand Pet Care may refund up to 50% of eligible service payments. The Booking & Administration Fee remains non-refundable.

On or after 1 November OR 30 clear days or fewer before commencement/arrival, the Christmas/New Year booking amount is ordinarily non-refundable.

The same conditions apply to partial cancellations. There is no automatic refund for unwanted, unused or removed dates or services during the Christmas/New Year Peak Booking Period.

19 Easter Peak Cancellations

More than 30 clear days before the first Easter Peak service, Grand Pet Care may refund up to 50% of eligible cancelled service payments. The Booking & Administration Fee remains non-refundable.

Thirty clear days or fewer before the first Easter Peak service, cancelled services are ordinarily non-refundable.

These conditions apply to full cancellations, partial cancellations, reductions and transfer requests.

20 Other Holiday & Peak Period Cancellations

For a designated Holiday or Peak Period not governed by the Christmas/New Year or Easter sections, cancellation more than 30 clear days before commencement/arrival may result in a refund of up to 50% of eligible service payments; cancellation 30 clear days or fewer before commencement/arrival is ordinarily non-refundable.

The Booking & Administration Fee remains non-refundable.

21 Early Returns, Late Departures, Unused Services & End Of Responsibility

If the Client returns early, departs later, no longer requires visits, changes travel arrangements, has another person take over, changes flights or otherwise no longer requires part of a booking, the affected services are a partial cancellation.

Once a booking has commenced, no refund or credit will ordinarily be provided for unused services.

Grand Pet Care's responsibility ends at the agreed completion/departure time or, where the final service is completed earlier by agreement, when Grand Pet Care has completed the agreed care tasks, followed reasonable departure instructions, provided final food, medication and toileting access as instructed, reasonably secured the pet and property, and departed.

Except to the extent caused by Grand Pet Care's negligence or breach of its legal obligations, Grand Pet Care is not liable for:

- pet soiling after departure
- vomiting or diarrhoea after departure
- property damage caused by a pet or third party after departure
- a pet accessing food, waste, medication, household items or unsafe areas after departure
- an incident caused by another person entering after departure
- an incident outside the confirmed booking period

Care beyond the agreed final date or completion/departure time is subject to availability, payment and applicable out-of-hours or Peak Period charges.

22 Travel Disruption & Changes Of Plans

Flight changes, accommodation changes, itinerary changes, personal circumstances or other travel disruption do not automatically entitle the Client to a refund.

Clients are encouraged to obtain suitable travel insurance covering cancellation and pet-care expenses.

If a later return requires an extension, Grand Pet Care will make reasonable efforts to assist, but extensions are not guaranteed and may attract additional daily, half-day, out-of-hours or Peak Period charges.

23 Replacement Bookings & Cancellation Loss

Cancellation conditions protect Grand Pet Care against loss arising from reserved availability, administration, preparation, scheduling changes, declined enquiries and services that may no longer be resold.

Where a genuine replacement booking covers substantially the same dates and services, Grand Pet Care may reduce the cancellation amount to reflect replacement income after reasonable administration, processing and rebooking costs.

The Booking & Administration Fee is not automatically affected. Rebooking is not guaranteed.

24 Compassionate & Exceptional Circumstances

Grand Pet Care may, at its discretion and subject to law, offer a partial refund, credit or transfer for exceptional circumstances such as the death or serious veterinary emergency of the booked pet, a serious emergency involving an immediate family member or another exceptional circumstance.

Reasonable supporting information may be requested. The Booking & Administration Fee will ordinarily remain non-refundable where the administration has already been performed.

Any concession applies only to the specific circumstances and does not create a precedent.

25 Travel Fees

Where applicable, travel will be charged at the rate disclosed before confirmation. Unless otherwise agreed, the indicative rate is \$2.00 per kilometre, calculated according to the relevant round trip from the sitter's operating base.

Travel charges may apply separately to meet and greets, key collection and return, house visits, pet transport, veterinary transport, emergency attendance and services outside the ordinary service area.

26 Standard Pet-Sitting & Daycare Availability

Unless continuous care has specifically been booked, pet sitting, house sitting and daycare do not mean the sitter will remain continuously present.

Grand Pet Care requires flexibility to leave the property for periods of up to approximately six hours at a time for dog walks, house visits, meet and greets, other scheduled work, shopping, personal requirements and ordinary daily activities.

Clients must disclose before booking if their pet cannot safely or comfortably be left for this period.

27 24/7, Solo & Continuous Supervision

Continuous or exclusive care must be requested and approved before booking and may be charged at up to double the standard daily rate.

A request made after confirmation is a material booking change, may attract an amendment fee, may require a supplementary invoice and remains subject to availability.

28 Puppy, Complex & Palliative Care

Additional charges may apply for puppies under six months, intensive supervision, complex medications, palliative care, mobility assistance, high-frequency toileting, behavioural management, unusually demanding routines or other requirements beyond ordinary care.

Clients must disclose these requirements before booking. Materially greater requirements may result in modified services, a supplementary invoice or termination where care cannot safely continue.

29 Pet Food, Feeding Instructions & Digestive Illness

Clients must provide sufficient suitable food for the booking plus one to two extra days and complete written instructions covering food type, portion, times, preparation, treats, allergies, prohibited foods, medication timing, recent dietary changes, digestive sensitivities, vomiting or diarrhoea history and requested action if symptoms occur.

Food must be clearly labelled, safely stored, within its use-by date, sufficient and reasonably suitable for the pet.

Grand Pet Care will make reasonable efforts to follow the provided feeding and medication schedule.

Except to the extent caused by Grand Pet Care's negligence or failure to follow clear and accurate instructions, Grand Pet Care is not responsible for vomiting, diarrhoea, constipation, appetite changes, digestive upset or related soiling where:

- the disclosed food, portion and feeding schedule were followed
- the disclosed medication instructions were followed
- the pet has a pre-existing or undisclosed condition
- the pet has a known or undisclosed digestive sensitivity
- the pet experiences stress or anxiety
- the symptoms arise from illness, age or another cause outside reasonable control
- another person feeds the pet
- the pet accesses food, rubbish, plants, waste or another substance outside reasonable control
- the Client's instructions were incomplete, inaccurate, conflicting, illegible or insufficient

Grand Pet Care cannot guarantee that a pet will eat, retain food or remain free from vomiting or diarrhoea during or after a booking.

Where symptoms occur, Grand Pet Care will take reasonable steps based on the instructions, severity, duration, available veterinary advice, medical history and emergency arrangements.

The Client must reimburse reasonable additional food, cleaning, medication or veterinary costs unless directly caused by Grand Pet Care's negligence or breach.

30 Health, Medication & Behavioural Disclosure

Clients must fully disclose all known medical and behavioural information relevant to safe care, including anxiety, separation anxiety, aggression, reactivity, resource guarding, bite history, escape behaviour, excessive barking or crying, destructive behaviour, fear responses, unsafe leash behaviour, toileting difficulties, mobility problems, medical conditions and medication requirements.

Grand Pet Care must be informed of any material change. Failure to disclose may result in additional charges, modified services, alternative arrangements or termination.

Grand Pet Care does not administer injectable medication unless expressly agreed in writing.

31 Vaccinations, Parasite Control & Infectious Conditions

Clients represent that pets comply with applicable vaccination and registration requirements and are appropriately protected against fleas, ticks and worms.

Grand Pet Care may request product and treatment details.

If a transmissible condition is identified, Grand Pet Care may take reasonable protective steps. The Client is responsible for reasonable treatment, cleaning or veterinary expenses resulting from a pre-existing or undisclosed condition attributable to the pet or property.

32 Desexing & Animals In Season

Clients must disclose whether an animal is undesexed or in season. Grand Pet Care may decline or impose additional conditions where safety or management risk is unacceptable.

33 Identification, Microchipping & Registration

Dogs must have appropriate identification and comply with applicable council registration requirements. Clients must provide relevant microchip and registration information when requested and ensure details remain current.

34 Outdoor Access, Fencing & Escape Risk

Clients must disclose pet doors, yards, balconies, outdoor enclosures, pools, acreage, unsecured areas and free-roaming access.

The Client is responsible for providing a reasonably safe and secure environment. No enclosure can be guaranteed completely escape-proof.

Grand Pet Care may refuse outdoor access where fencing, gates, vegetation, water, waste or other hazards appear unsafe.

Grand Pet Care will take reasonable care to prevent escape but cannot guarantee that a pet will never escape from an environment or enclosure supplied by the Client.

35 Home Preparation, Toileting Access & Facilities

For house-sitting, daycare, house-visit and dog-walking services, Clients must provide a reasonably clean, hygienic and safe home.

Bathrooms, kitchens and living areas available to the sitter should be clean. Overnight services require a clean, private sleeping area with fresh bedding.

The home must provide clean drinking water, functioning bathroom facilities, electricity, suitable food storage and preparation, safe access to the approved toileting area and any other facilities reasonably necessary.

Pet Toileting Requirements

The Client must provide a safe and reasonably accessible toileting arrangement suited to the pet's age, health, training and routine, including secure outdoor access, a functional pet door, working gates, suitable lead and harness, clean litter trays, puppy pads, an indoor grass system, waste bags and cleaning supplies as appropriate.

Where outdoor access is not permitted or safe, the Client must provide suitable indoor toileting facilities.

The Client must disclose normal toileting schedule, toilet-training status, accident history, incontinence, anxiety-related toileting, digestive illness, marking, mobility limitations, overnight requirements and the location and use of facilities.

Carpeted & Vulnerable Areas

Before commencement/arrival, the Client must close, secure or appropriately section off accessible indoor carpeted or otherwise vulnerable areas where there is a reasonably foreseeable risk of toileting, marking, vomiting, diarrhoea or damage.

Suitable measures may include closed doors, baby or pet gates, playpens, crates consistent with the pet's normal routine, temporary barriers, washable coverings or waterproof protection.

Where areas cannot be closed or sectioned off, the Client must advise Grand Pet Care and provide suitable protective measures and indoor toileting facilities.

Except to the extent caused by Grand Pet Care's negligence or failure to follow clear instructions, Grand Pet Care is not responsible for soiling, staining, odour or property damage resulting from:

- failure to provide safe outdoor access
- locked, damaged, obstructed or inaccessible doors or gates
- a closed, defective or unsuitable pet door
- missing or unsuitable puppy pads
- insufficient or unclean litter trays
- failure to provide toileting-walk equipment
- lack of toilet training
- incontinence, illness, vomiting or diarrhoea
- anxiety, marking or behavioural issues
- a pet refusing to use the facilities
- instructions not to provide outdoor access
- inadequate visit frequency selected by the Client
- undisclosed toileting requirements
- incomplete or insufficient instructions
- failure to close or section off accessible carpeted areas
- failure to provide suitable barriers or protective coverings
- a pet bypassing a Client-provided barrier despite reasonable care

Grand Pet Care may move or replace temporary toileting materials where reasonably necessary but is not required to create a system the Client failed to provide.

Grand Pet Care may modify, restrict or discontinue services where sanitation or toileting arrangements are unsafe, unsuitable or materially different from those disclosed.

36 Other People Entering Or Staying At The Property

Clients must disclose anyone expected to stay at or enter the property, including cleaners, gardeners, tradespeople, family, neighbours or other persons.

Unless agreed beforehand, third parties should not stay overnight during house sitting.

Grand Pet Care is not responsible for acts, omissions, loss or damage caused by third parties. Undisclosed access that compromises safety, privacy or service delivery may result in modification or termination.

37 House & Pet Care Instructions

Clients must provide complete, accurate and sufficiently detailed written instructions concerning feeding, toileting, indoor and outdoor toilet access, puppy pads or litter, medication, veterinary care, walking, exercise, play, sleep routines, ordinary demeanour, vomiting or diarrhoea procedures, comfort items, household maintenance, rubbish, security, access, commencement/arrival and completion/departure procedures, emergencies and other relevant requirements.

Where Grand Pet Care provides a checklist or care form, the Client must complete it accurately and legibly before commencement/arrival.

Instructions must be current, internally consistent, reasonably capable of being followed, specific enough to avoid uncertainty and updated when the pet's condition, medication, diet, behaviour or routine changes.

Where written and verbal instructions conflict, Grand Pet Care may seek clarification, follow the most recent clear written instruction, contact the veterinarian or emergency contact, or follow the course reasonably considered safest.

Except to the extent caused by Grand Pet Care's negligence, Grand Pet Care is not responsible for consequences arising from instructions that were:

- incomplete
- inaccurate
- outdated
- conflicting
- illegible
- misleading
- unavailable
- materially different from the pet's actual needs
- not reasonably capable of being followed

38 Pet Hygiene, Soiling & Additional Cleaning

Clients must ensure pets are reasonably groomed and hygienic. Long or dense fur around toileting areas should be appropriately maintained to reduce preventable hygiene issues.

Ordinary pet-related tidying is included where appropriate.

Grand Pet Care is not ordinarily responsible for:

- cutting or trimming fur
- extensive bathing after repeated accidents
- extensive cleaning of faeces, urine or vomit
- repeated indoor accidents
- pre-existing stains or odours
- professional carpet, upholstery or mattress cleaning
- significant pet-related damage
- specialist sanitation or biohazard cleaning

Except to the extent caused by Grand Pet Care's negligence or failure to follow clear instructions, Grand Pet Care is not liable for soiling, staining, odour or damage caused by:

- vomiting
- diarrhoea
- urine
- faeces
- marking
- incontinence
- anxiety
- illness
- behavioural issues
- inadequate toileting facilities
- insufficient outdoor access
- insufficient visit frequency
- lack of puppy pads, litter trays or cleaning supplies
- an incident before commencement/arrival or after completion/departure
- failure to close or section off accessible carpeted areas

Grand Pet Care will make reasonable efforts to clean ordinary accidents using Client-provided products but does not guarantee complete stain, odour or contamination removal.

Substantial cleaning may attract an additional fee, require professional cleaning, require additional supplies at the Client's cost or result in modified or terminated services where conditions become unsafe.

39 Keys & Property Access

Clients must provide reliable access. Grand Pet Care recommends two functional key sets or a secure external lockbox or equivalent backup.

Clients are responsible for functional keys, locks, remotes, gates, intercoms and access codes.

Where the Client asks Grand Pet Care to leave the only key inside at completion/departure, the Client accepts the risk of being unable to regain access.

Grand Pet Care is not responsible for pre-existing defects, ordinary wear or malfunctions. Where access or security fails due to Client-provided equipment or instructions, the Client authorises reasonable steps including a locksmith, at the Client's cost where the issue was not caused by Grand Pet Care.

40 Authority To Enter The Property

The Client authorises Grand Pet Care and authorised representatives to enter the nominated property as reasonably required to provide services and protect the pet or property during an emergency. The Client warrants they are authorised to grant access.

41 Pet Equipment & Supplies

Clients must provide safe, appropriately sized and serviceable collars, tags, harnesses, leads, bowls, bedding, towels, toys, enrichment, crates, gates, playpens, carriers, cooling equipment, coats, grooming supplies and medication containers as relevant.

Grand Pet Care may modify or decline an activity where suitable safety equipment is not provided and is not responsible for failure of damaged, unsuitable or incorrectly fitted Client-supplied equipment unless it knew or reasonably should have known of the danger and failed to act.

42 Cctv, Cameras & Sitter Privacy

Clients must disclose all internal and external cameras and recording devices before commencement/arrival.

All indoor cameras must be switched off during overnight house-sitting bookings unless Grand Pet Care expressly agrees otherwise in writing.

Hidden cameras are strictly prohibited in bedrooms and bathrooms. Grand Pet Care may cover, disconnect or switch off an undisclosed indoor camera where reasonably necessary to protect privacy.

Deliberately undisclosed surveillance may be a serious breach and may result in termination. The Client remains responsible for compliance with applicable privacy, surveillance and recording laws.

43 Veterinary Information & Emergency Transport

Clients must provide full veterinary details, relevant pet-insurance information, a suitable carrier where required, known medical conditions, medication instructions and treatment preferences or financial limits.

The Client should nominate a person able to assist with transport or agree to reimburse reasonable transport costs incurred by Grand Pet Care.

44 Veterinary Authority

The Client authorises Grand Pet Care to seek veterinary assistance where reasonably believed necessary for health or welfare.

Grand Pet Care will make reasonable attempts to contact the Client and emergency contact. If neither can be contacted and delay may jeopardise welfare, Grand Pet Care may act reasonably upon veterinary advice.

The nominated veterinarian will be used where reasonably possible; otherwise an available clinic or emergency hospital may be used.

45 Veterinary & Emergency Costs

Veterinary treatment remains the Client's financial responsibility unless the expense arose directly from Grand Pet Care's negligence or another circumstance for which it is legally responsible.

The Client must maintain suitable payment arrangements and reimburse reasonable veterinary, transport, waiting-time or emergency expenses paid on their behalf.

46 Emergency Contacts

Clients should provide at least two emergency contacts. At least one should know they are nominated, be contactable, be able to assist and be authorised to make urgent veterinary or welfare decisions.

47 Medical & End-Of-Life Decisions

Grand Pet Care will not independently make a planned euthanasia decision. Such decisions ordinarily remain with the Client, an authorised emergency contact and the veterinarian.

Where immediate action is required to prevent severe and unnecessary suffering and the Client and emergency contacts cannot be reached, Grand Pet Care may act reasonably upon urgent veterinary advice.

48 Household Essentials & Client Expenses

Grand Pet Care may purchase essential food, litter, cleaning products, medication or other supplies reasonably required to continue care. Receipts will be provided where available and reasonable costs must be reimbursed.

Grand Pet Care is not required to personally fund substantial purchases or veterinary treatment where suitable payment arrangements have not been provided.

49 Property Damage, Pre-Existing Conditions & Pet-Caused Damage

Grand Pet Care will take reasonable care of the home and belongings during the confirmed booking period.

The Client must disclose pre-existing damage, existing stains or odours, fragile items, known soiling areas, destructive behaviour, defective doors, gates or locks, unsafe fixtures and other relevant conditions.

Grand Pet Care is not responsible for pet-caused damage except to the extent resulting from Grand Pet Care's negligence or breach.

Except to the extent caused or contributed to by Grand Pet Care's negligence, Grand Pet Care is not liable for:

- damage or soiling before commencement/arrival
- damage or soiling after completion/departure or after Grand Pet Care departed
- damage caused by vomiting, diarrhoea, urine, faeces, marking or incontinence

- damage resulting from insufficient or inaccessible toileting facilities
- damage after the pet accesses an area following departure
- damage caused by another person
- pre-existing damage, staining, odour or deterioration
- latent defects or ordinary wear and tear
- damage arising from an undisclosed behaviour, condition or defect
- damage or staining to carpeted areas not closed or sectioned off
- damage where barriers or protective coverings were not provided
- damage where the Client instructed that vulnerable areas remain accessible
- damage where a pet bypasses a Client-provided barrier despite reasonable care

Normal pet hair, minor food or water spills, small marks and ordinary wear are not property damage caused by Grand Pet Care.

Clients should secure valuables, remove fragile belongings and pet-proof relevant areas before commencement/arrival.

50 Photography, Pet Updates & Marketing

Grand Pet Care may photograph or record pets for Client updates, care records, website, social media, promotional materials and email newsletters.

Clients who do not consent to public use must notify Grand Pet Care in writing. Grand Pet Care will not intentionally publish sensitive personal information or unnecessarily identify the home.

Permission may be withdrawn for future public use, but this does not necessarily require removal of material already lawfully published or printed.

51 Security Of The Property

Clients are responsible for securing the property before departure and disclosing alarms, gates, locks, known faults, authorised visitors and special concerns.

Grand Pet Care will make reasonable efforts to secure the property when leaving and is not responsible for burglary, theft, vandalism or criminal activity outside its reasonable control unless caused or materially contributed to by its negligence.

52 Rain, Heat & Unsafe Weather Policy

Booked services generally continue during light or ordinary rain where reasonably safe. Rain alone does not automatically cancel a walk, house visit or other service.

Clients should provide towels, suitable rain protection, shelter and wet-weather preferences.

Grand Pet Care may shorten, delay, modify or replace outdoor exercise during heavy rain, thunderstorms, lightning, hail, flooding, extreme heat, hazardous winds, poor air quality, unsafe roads, slippery surfaces, poor visibility, bushfire or smoke conditions, or official warnings.

A reasonable alternative may include a shorter toileting walk, sheltered outdoor access, indoor play, enrichment, feeding, companionship or pet-related tidying.

The full booked fee remains payable where Grand Pet Care attends or reserves the window, modifies for genuine safety or welfare reasons, the Client cancels because of weather, or the pet refuses to walk.

Grand Pet Care does not guarantee the usual route or full outdoor duration in unsafe conditions and is not required to place a sitter or animal at unreasonable risk.

53 Other Events Outside Reasonable Control

During fire, natural disaster, road closure, emergency, utility failure, civil disruption or another event outside reasonable control, Grand Pet Care may adjust times, duration, activities, transport or other arrangements for safety.

The Client authorises reasonable judgement regarding the immediate welfare of the pet and residence. Grand Pet Care will make reasonable efforts to communicate material changes.

54 Right To Modify Or Terminate Services For Safety

Grand Pet Care may modify, suspend or terminate a service where continuing would reasonably present an unacceptable risk to the pet, another animal, the sitter, another person or property.

Relevant circumstances include:

- undisclosed aggression
- biting or attempted biting
- serious behavioural issues
- unsafe property conditions
- undisclosed surveillance
- infectious disease
- dangerous persons
- unsafe equipment
- unlawful activity
- harassment or threatening conduct
- materially inaccurate information

Grand Pet Care will make reasonable efforts to contact the Client and arrange an alternative. If the Client cannot be contacted, Grand Pet Care may contact an emergency contact, veterinarian, suitable carer or licensed boarding facility. Reasonable resulting costs are payable by the Client where the situation was not caused by Grand Pet Care.

55 Breach Of Client Obligations

A material breach may result in modified, suspended or terminated services.

A material breach may include:

- failure to disclose aggression, medical or supervision needs
- unsafe accommodation
- undisclosed surveillance
- failure to provide access
- threatening, abusive or harassing conduct
- failure to pay
- materially false information

Where termination results from the Client's breach, the Client remains responsible for services provided, amounts reasonably owing for reserved services, reasonable transfer or termination costs and losses reasonably arising from the breach, subject to law.

56 Substitute Or Alternative Carers

Wherever possible, Grand Pet Care will provide the agreed primary sitter or walker. If unavailable, Grand Pet Care may offer another suitable team member.

The Client authorises suitable Grand Pet Care representatives to enter the property where required to provide agreed services.

Where a material change is required, Grand Pet Care will communicate where reasonably practicable.

57 Cancellation By Grand Pet Care

If Grand Pet Care cancels and cannot provide an agreed suitable alternative, the Client will receive a refund for services Grand Pet Care is unable to provide. The Booking & Administration Fee will also be refunded where cancellation was not caused by the Client and no agreed alternative is provided.

Where cancellation results from Client breach, unsafe animal, unsafe environment, material nondisclosure, non-payment or another Client-caused circumstance, the safety and breach provisions apply instead.

Grand Pet Care is not responsible for indirect travel, accommodation or consequential expenses except where liability cannot lawfully be excluded.

58 Liability

Grand Pet Care will take reasonable care during the confirmed booking period. Pet care inherently involves risks including illness, injury, vomiting, diarrhoea, escape, soiling, property damage and accidents.

Grand Pet Care's responsibility begins at the agreed commencement/arrival time and ends at the agreed completion/departure time when the service has been completed, the pet and property have been reasonably secured and Grand Pet Care has departed.

Grand Pet Care is not responsible for loss, injury, illness, soiling, vomiting, diarrhoea, property damage or other consequences arising from:

- an event before commencement/arrival
- an event after completion/departure or after Grand Pet Care departed

- circumstances outside reasonable control
- pre-existing conditions
- natural progression of illness or age
- stress or anxiety
- undisclosed behaviour or medical information
- incomplete, inaccurate, conflicting or insufficient instructions
- Grand Pet Care following the disclosed feeding and medication schedule
- failure to provide safe outdoor toileting access
- failure to provide suitable indoor toileting facilities
- missing or insufficient puppy pads, litter trays or toileting supplies
- a pet refusing to use facilities
- inadequate visit frequency or duration selected by the Client
- defective Client-supplied equipment
- unsafe or insecure areas
- acts or omissions of third parties
- another person feeding, medicating or handling the pet
- the pet accessing food, rubbish, plants, waste, chemicals or household items outside reasonable control
- failure to close or section off carpeted or vulnerable areas
- failure to provide barriers or protective coverings
- a pet bypassing a Client-provided barrier despite reasonable care
- the Client instructing that vulnerable areas remain accessible
- risks not reasonably foreseeable from the information supplied

These exclusions apply except to the extent caused or contributed to by Grand Pet Care's negligence or breach of legal obligations.

Where Grand Pet Care followed complete and accurate feeding and medication instructions, it does not guarantee that the pet will remain free from vomiting, diarrhoea, appetite changes, digestive illness or toileting accidents.

Nothing in these Terms excludes or limits liability for negligence, wilful misconduct or any right or remedy that cannot lawfully be excluded.

59 Client Information & Ongoing Disclosure

The Client warrants that information concerning the pet, property, access, health, behaviour and care requirements is accurate and complete to the best of their knowledge.

The Client must notify Grand Pet Care of material changes before commencement/arrival or a subsequent booking. Information from a prior booking must not be assumed to remain accurate indefinitely.

60 Future Pets, Bookings & Updated Terms

These Terms may apply to future bookings and additional pets where the Client is given access to them and proceeds with the booking.

Grand Pet Care may update its Terms, prices and policies. The version made available when a new booking is confirmed applies to that booking.

Updated Terms will not ordinarily apply retrospectively unless agreed, required by law or not materially disadvantageous to the Client.

61 Communications & Written Notice

Written notice may be provided by email, SMS, WhatsApp, the booking platform or another agreed written method.

A cancellation or change takes effect when Grand Pet Care receives it. A telephone call, voicemail, incorrectly addressed message or advice given only to another person is not effective until received.

Requests are acknowledged when Grand Pet Care confirms receipt or there is other clear written evidence of receipt.

62 Australian Consumer Law

Nothing in these Terms is intended to exclude, restrict or modify consumer guarantees, rights or remedies available under the Competition and Consumer Act 2010 (Cth), including the Australian Consumer Law, or another applicable law where those rights cannot lawfully be excluded.

A mandatory legal right prevails to the extent of any inconsistency.

63 Severability

If any provision is invalid, unlawful or unenforceable, it will be read down to the extent reasonably possible or severed without invalidating the remaining Terms.

64 No Waiver

Failure to enforce a provision on one occasion does not waive the right to enforce it later. A compassionate concession, refund, transfer, credit or exception applies only to the circumstances in which it is granted.

65 Governing Law

These Terms are governed by the laws applying in Queensland, Australia. The parties submit to courts and tribunals having jurisdiction in Queensland, subject to any consumer-law right to bring a claim elsewhere.

66 Acceptance Of Terms

By confirming a booking, making the required payment or instructing Grand Pet Care to proceed, the Client acknowledges that they:

- have been provided with access to these Terms
- have had an opportunity to review them
- understand that confirmed dates reserve availability
- understand cancellation and partial-cancellation conditions
- understand that Holiday and Peak Period bookings require 100% cleared payment
- understand that Peak Period bookings carry additional conditions
- understand that certain surcharges may be cumulative
- understand that the Booking & Administration Fee is generally non-refundable
- understand the overdue-invoice process
- have checked dates, times and services
- have provided materially accurate information
- agree to comply with these Terms

The Client authorises Grand Pet Care and its authorised representatives to enter the nominated property as reasonably required to perform the agreed services.