



Terms and Conditions of Heat Sync & Artificial Insemination

1. Agreement to Terms

By booking with **Jono's Cattle Services (JCS)**, you (the Client) acknowledge and agree to abide by the following terms and conditions at the time of booking.

2. Service Requirements

2.1. JCS provides **Heat Synchronization** and **Artificial Insemination (AI)** services for cows and heifers.

2.2. To ensure safety, accuracy, and efficiency, **all cattle must be yarded** prior to staff arrival. (See Clause 5 in JCS General Term & Conditions.)

2.3. Cattle must be confined in a **secure cattle crush** that allows:

- Safe and firm restraint of the animal
- Clear and safe access to the rear end of the animal for procedures

2.4. If a suitable crush is not available and this has not been discussed prior to arrival, services may be **cancelled or rescheduled** at the discretion of JCS. Travel or call-out fees may still apply.

3. Client Presence

3.1. The client or a nominated responsible person must be present on-site during the appointment.

3.2. Cattle behaviour may change when unfamiliar people are present. Your presence ensures smoother handling and improves safety for both livestock and staff.

3.3 The client is responsible for catch and release of cow/heifer in the crush, and movement of animals in the yards, to allow staff members to efficiently perform services.

4. Working Conditions and Safety

4.1. JCS reserves the right to **refuse service** or reschedule a booking if unsafe working conditions are identified, including but not limited to:

- Unrestrained or aggressive cattle
- Poor yard/crush condition
- Hazardous environmental conditions (e.g., flooded work space or unstable footing)

4.2. Staff must not be asked to work in unsafe conditions. The decision of JCS staff regarding safety is final.

5. Weather Policy

5.1. Services will not be carried out during **inclement weather**, including:

- Heavy rain or storms. (excluding Heat Sync, provided the environment is safe to work in).
- Temperatures exceeding **30°C** (as forecast by the Bureau of Meteorology)
- Active bushfire warnings or **Catastrophic Fire Danger Days** in the Mount Lofty Ranges or the client's area

5.2. Bookings affected by weather will be rescheduled at the next available time.

6. Cancellations and Rescheduling

6.1. Clients must provide at least **72 hours' notice** to cancel or reschedule.

6.2. Cancellations with less than 72 hours' notice may incur a cancellation fee.

6.3. JCS reserves the right to cancel or reschedule any appointment due to personal emergency, equipment failure, or weather conditions. (see Clause 1 and 2 in JCS General Term & Conditions).

7. Payment Terms

7.1. All invoices must be paid within **14 days** of service completion.

7.2. Unpaid invoices will incur a **5% late fee per week** until full payment is received.

7.3. Clients with outstanding invoices will not be rebooked until payment is made in full.

7.4 Legal costs incurred to recover unpaid fees will be charged to the client.

8. Liability and Disclaimer

8.1. JCS takes all reasonable care in the handling of livestock but is **not liable** for:

- Injury or loss to livestock due to natural causes, temperament, or pre-existing conditions after staff have concluded services.
- Any reproductive failure or complications following AI procedures.
- Damaged or insufficient functioning yards/crush, that cause injury or loss of livestock.

8.2. The Client accepts that while all equipment and protocols meet professional standards, no guarantees are offered regarding pregnancy rates or hormonal response.

8.3. If the pregnancy rate is below 50% in herds of more than four animals, an investigation will be conducted to determine the contributing factors to the unsuccessful outcomes.

9. Veterinary Disclaimer

9.1. JCS staff are trained and experienced in cattle reproduction services but are **not licensed veterinarians**.

9.2. Any medical concerns or treatment beyond standard synchronization or AI must be referred to a licensed veterinary professional.