GOLDEN PAWS DOG DAYCARE AND GROOMING

TERMS AND CONDITIONS

Golden Paws Dog Daycare agrees to exercise all due and reasonable care in the handling of dogs, and in keeping the facility hygienic and properly secured.

The Client agrees that their dog will be tested for evaluation prior to enrolment to ensure that their dog is suitable for daycare attendance and the Client understands that the results provided will dictate whether attendance to the facility is possible.

The Client recognises, that for the safety of both dogs and staff, they must disclose any known behavioural/aggression problems that their dog has with other animals, food, humans, toys or any other factor.

The Client recognises that Golden Paws offers leash-free daycare service with the exception of "time-outs" and rest periods. The Client understands that dogs may be placed in a time-out area for no more than 30 minutes at a time. The staff may use time-outs, physical intervention, stern commands and distraction techniques to maintain a controlled environment free of nuisance and aggressive behaviour that may otherwise escalate into uncontrolled and potentially harmful situations.

The client recognises that Golden Paws has a mandatory quiet time from 12noon until 2pm for the dog/s to rest and recuperate.

The Client is solely responsible for the costs associated with any harm or injury caused by their dog to their dog or other dogs, staff or other Clients whilst in the care of Golden Paws Dog Daycare.

The Client understands that all pets admitted must be fully-vaccinated, in good general health, and in consultation with their veterinarian must take precautions against contagious illness and parasite exposure.

The Client understands that all dogs aged more than 12 months must already be desexed/neutered. Younger dogs may attend but will only be able to continue attending past 12 months of age once they are desexed/neutered. This is to avoid aggression and control issues that are inevitable with rising hormone levels, and is essential for all dogs' and carers' safety in the Daycare centre.

Veterinarian information and proof of all required vaccinations must be provided to Golden Paws and immediately upon any change or update. Dogs must be on a flea and tick prevention programme during their attendance. Clients must accept that if a dog arrives at daycare with fleas and/or ticks it will be bathed by Golden Paws, at the expense of the Client, or may be refused entry entirely.

The Client also acknowledges that Golden Paws is an environment where dogs play and interact directly with one another off-leash. The Client further acknowledges that in this environment, unintentional injuries to pets may occur from time-to-time.

That Golden Paws bears no responsibility for any collars, leads, containers or other articles left at Golden Paws.

Golden Paws (which expression will include the proprietors and their servants, employees and agents) bears no responsibility for the loss, injury, sickness or death is cause by the negligence of the Golden Paws.

For any minor injuries that may occur that do not require the services of a vet, Golden Paws staff will provide basic first aid and monitor the dog throughout the day. Clients may or may not be contacted in this instance depending on the severity of the injury but will be informed at time of collection.

In the case of serious injuries or illness, Golden Paws reserves the right to transport the dog to a vet. The Client will be responsible for all vet charges, transport and treatment. Golden Paws will try to contact the dog's own veterinarian but reserves the right to transport the dog to an emergency vet if deemed necessary. In the event of such an emergency, Golden Paws staff will first attempt to contact the Client followed by an attempt to contact the emergency person/s listed on the original application.

The Client agrees to their dog's image appearing on Golden Paws marketing materials including, but not limited to, flyers, brochures and social media.

Golden Paws reserves the right to refuse admission or terminate this service agreement for any dog for any reason whatsoever.

That payments to Golden Paws made no later than the date of service of the pet/s shall be made by cash or EFTPOS, and future entry will be denied until payment is made.

That, subject to alteration by Golden Paws, these conditions shall apply each time pets are admitted to the care of Golden Paws.