

# Terms and Conditions

## Dog Walking & Home Feeding Visits

### **Cancellation Policy**

Should you need to cancel or make changes to a scheduled booking, your cancellation request must be in by 5pm the day before the scheduled booking in which you wish to cancel or make a change. Should we receive a request later than this we may be unable to reschedule any other clients and we reserve the right to charge a fee of up to 100% of the Service amount.

### **Invoice Payment**

Regularly scheduled bookings do not require any deposit to be secured in our schedule. Casual bookings (i.e. any booking that is not locked in on an automatic, regular schedule) requires a non-refundable 50% booking deposit to secure the bookings. All Invoice balances are due by the day of the booking.

### **Holiday Policy for Regularly Scheduled Bookings**

If your dog is locked in to regular bookings with Camp Paws (i.e. once a week or fortnight) and you are going away on holiday where our services for your dog are not needed, your regularly scheduled day and service spot will be guaranteed for up to 3 weeks. Should you not need our service for more than 3 weeks your regularly scheduled spot cannot be guaranteed. Available openings for our service are first come first serve.

### **Times & Schedules**

All clients with regularly scheduled days, for example Tuesday and Thursday of every week, will get priority for scheduled slots over clients with irregular booking schedules. Regularly scheduled days are always guaranteed, however we do not guarantee exact times for any scheduled bookings. Many factors such as weather, cancellations, and traffic can cause changes to our schedule and shift your dog's scheduled booking time.

Unless an exact time has been requested and confirmed with Camp Paws, clients will be given an estimated time (such as early morning, mid morning, midday, etc) for when their dog's booking will be scheduled, which will display in the Time To Pet client portal.

### **Weather Policy**

We are well equipped to weather the elements and conduct walks in all kinds of weather. However if the weather is extreme (hot, cold, stormy) we may shorten your pet's outing to protect both the dogs and our staff, spend time with your pet in a different way to protect them from the harsh weather, or attempt to reschedule the walk to a more suitable day or time.

Please let us know if your pet has difficulty in any type of weather and would prefer that we spend time with your pet doing something other than an outdoor

activity. Should you want to cancel due to extreme weather our cancellation policy will apply.

### **Anti-Social Behaviour**

Dogs which display anti-social and/or aggressive behaviour during a booking may be returned home immediately at the discretion of the Camp Paws team member of which the dog is in the care of. In any of these circumstances, the Client will still be charged the full Service Fee, and alternative arrangements may be made to implement behavioural training or a one-on-one style of service with the dog instead.

# **Pet Sitting and Doggy Day Care**

### **Confirmation of a Booking**

A booking is not confirmed until a Client has signed the Portal Policy and paid 20% of their booking price as a holding deposit.

**All 20% deposits are non-refundable once paid.** If the Client cancels their booking outside of the Cancellation Periods listed below, their 20% booking deposit will be retained, and any extra payments made in relation to the cancelled booking will be held as a credit or refunded to the Client's nominated bank account with a \$5 admin fee, which will be removed from the total amount owed.

### **Invoice Payment**

All bookings require a 20% deposit by paid at the time of booking, to confirm the booking and secure dates. A further 30% will become due one month prior to the first day of care. The balance of the invoice must be paid by the first day of care.

If a booking is made with Services commencing in less than 7 days, full upfront payment is required to be made before any services are scheduled to commence.

### **Cancellation Policy**

Our Cancellation Policy refers to cancellation of an entire booking or an individual service – this includes ending a booking early (e.g. the Client returns home early).

If **less than 7 days** notice is given for a cancellation of any scheduled services during **any period**, the Client will be charged up to 100% of the Pet Sitting Fee for the cancelled period (unless cancellation is due to a genuine emergency or situation out of their control).

If less than 1 months notice is given for a cancellation of any scheduled services during **any period**, the Client will be charged up to 50% of the Pet Sitting Fee for the cancelled period (unless cancellation is due to a genuine emergency or situation out of their control).

**Off Peak periods** are considered as per the school Term dates.

**School and Public holidays** are considered as all dates that are listed as School holidays (these may vary per State) and all scheduled Victorian Public Holidays.

**Christmas and Easter holidays** are considered all dates following the end of Term 4 throughout January to the first day of Term 1 and all dates associated with the allocated Victorian Easter two week holidays as well as the official Easter Public holidays ie: Good Friday, Easter Saturday, Easter Sunday and Easter Monday.

If the Client cancels their booking outside of the Cancellation Periods, they will not be charged for the cancelled booking, or they will receive a credit for the full amount paid for the cancelled services if they have chosen to pay in full prior to the service commencing. However, this **does not include 20% Booking Deposits** that have been paid to secure a booking. 20% deposits will not be refunded even if notice is provided outside of these cancellation periods – **all 20% deposits are non-refundable once paid.**

### **Unplanned Emergency Visits**

If the Client's pet requires immediate attention from Camp Paws that does not fall within the pet's usual scheduled booking (e.g. the pet escapes and Camp Paws staff are immediately required to retrieve it; the pet is ill or injures itself and requires immediate attention and/or transportation to a Veterinary Hospital), an unplanned Emergency Visit fee will be charged. This will be charged at a rate of \$50 per hour beginning from the moment the Camp Paws team member leaves their usual schedule to visit the pet, to the moment they are able to return to their usual schedule before the interrupted visit.

**Unplanned Emergency Vet Visits:** Should any pet require emergency veterinary treatment whilst under our care, we will make all reasonable efforts to contact the Client. If the Client is not reachable, we will take appropriate actions, including obtaining veterinary care at their discretion. We are not responsible for any veterinary fees that result from this action, and will invoice the Client for our time in accordance with the Unplanned Emergency Visits policy above.

### **'Last Minute' Reservations**

Any bookings made 7 days or less before the scheduled visit date must be paid in full with a receipt sent to Camp Paws before the booking is confirmed.

### **State and Cleanliness of Pet Owner's Home**

All Camp Paws team members are committed to leaving no trace of their presence by leaving a Client's home in the same state as it was when they arrived. It is our duty to clean everyday mess created by pets such as faeces, litter trays, mess left over from pet food, and any mess created by the Camp Paws staff during their visits (e.g. dirt brought in from shoes). Whilst we will endeavour to hand-over a tidy household back to the Client upon their return home, cleaning general mess within and outside of the household is not our priority. Therefore, time will not be spent by our staff on household chores such as sweeping/vacuuming floors, cleaning dirty surfaces, cleaning dishes and other dirty items left by Clients, etc.

If a Camp Paws team member is residing at a clients home for a House Sit whilst the client is away, the clients home must be clean, tidy and presentable at the Meet and Greet and again on the first day the booking commences. The Camp Paws team member reserves the right to refuse a booking in the home if it is not clean and of an acceptable standard. If the home is of an acceptable standard, at the completion of the house sit the Camp Paws team member will leave the client's home as they found it.

If an insect problem is developing due to an untidy household, we will contact the Client for assistance regarding the issue. We can also recommend and organise a local Cleaning Service for the Client to ensure the Client returns to a newly cleaned home. If this offer is accepted, the cost will be invoiced directly to the Client.

### **Poo Patrol**

We request that all pet poo in the home or yard be cleared before our visits are set to commence. If we arrive to a first visit and excessive Poo Patrol is required, a cleaning fee of \$15.00 will be added to the Client's invoice.

## **General**

### **Vaccination Policy**

Please ensure your pet(s) are upto date with their vaccinations (C5 minimum) and flea/worming treatments. Should treatment be required during their stay, please provide and label what is required and place with any other medication. If your dog is not upto date with its flea/worming treatments (and treatment is not provided) and treatment is required during their time at Camp Paws, the cost of the treatment plus an additional \$10.00 fee will be payable. We will contact you prior to giving treatment, for consent.

### **Reactive/Aggressive Pet Policy**

The client will be responsible for all medical/veterinarian expenses and damages resulting from injury to a member of the Camp Paws Team, other persons or other animal by the pet. The Client agrees to indemnify and hold harmless Camp Paws in the event of a claim by any person injured, or claiming injury to their animal by the pet. The Client also agrees that it is their responsibility to notify Camp Paws of any dog that has caused an injury to any human or other animal. If a dog has a history of biting or other aggressive behaviour, Camp Paws reserves the right to refuse services.

### **Insurances**

Camp Paws has public liability insurance of up to \$20,000.00. This means that damage to any person, pet, or property within our care due to our own negligence will be covered under our Public Liability Insurance. However, this does not cover for any damages to a person, pet or property which is out of our control. As an example:

Our Public Liability Insurance **will** cover if.....Your dog is hit by a car whilst being walked by a Camp Paws team member, and requires veterinary treatment if it should have been walked on a lead and was not.

Our Public Liability Insurance **will not** cover if..... Your dog suffers a heart attack whilst in our care, and requires surgery.

### **Meet & Greet**

A complimentary 30-minute Meet and Greet is available to all new clients to meet pets and carers and discuss all of their requirements before Services are scheduled to commence. These Meets & Greet will take place at the allocated carers home for pets that are sleeping over at a carers home. Meet and Greet for clients who have requested a house sitter, will be conducted in the clients' home. Directors Gill or Rach may also be in attendance.