

Terms and Conditions:

Thank you for choosing The Purrfect Pup.

- Your access to and use of our Services is conditional on your acceptance of and compliance with these terms and conditions. These Terms apply to all visitors, users and others who access or use our Services. By accessing or using our Services you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access our Services.
- This service agreement (hereinafter referred to as “agreement”) is between The Purrfect Pup and the client (collectively referred to as “parties”). The parties agree to the following:
- For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals.

Reservations & Payments:

- A 50% deposit or payment in full is due at time of reservation to hold & confirm bookings during holiday periods.

Cancellations & Suspensions

- All services on public holidays or holiday periods must be terminated 2 weeks prior to booking commencement date otherwise a cancellation fee of 50% will be incurred.
- Payment must be made prior to booking commencement or if paying in cash left in an accessible location.
- We understand that circumstance change which is why we have a 100% refund policy for cancellations excluding holiday periods as outlined below.
- Holiday periods include all public holidays.

Key Requirements & Fees:

- Client must ensure Pet Carer receives a set of keys. Any third party visiting to jointly care for client's pet during The Purrfect Pup booked service period, a separate key arrangement must be made between pet owner and third party.
- It is the client's responsibility to fix faulty locks, difficult doors to open and remove any obstruction to gate or house to ensure the pet provider can gain easy entrance and quick access to your pet during every service.
- The client will be accountable and incur full locksmith fee if locksmith is required to gain/regain access to your home to fix faulty locks or in the case of a broken key.
- Should previous key arrangement need to be changed, It's the client's

responsibility for either random or ongoing regular services to advise the service provider prior to start or completion of service, the location to where the key is to be returned/left on premises/property or if key is to be kept rather than returned.

Property, Environment & Endangerment:

- The Client is responsible for pet-proofing. The Purrfect Pup will not be responsible for the safety of any pet/s, or held liable for the death, injury, disappearance, or legal consequences of any pet.
- The Purrfect Pup may use their discretion to stop/suspend the service at any time that a pet poses a danger to the safety or health to itself or others. Clients will be contacted as soon as possible should this eventuate. Any charges incurred due to this situation are the client's responsibility to pay for or reimburse The Purrfect Pup.
- The Purrfect Pup is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the Pet Carer. The Purrfect Pup is to be advised in advance of any expected visitors.
- If other individuals have access to a client's home, or if the home is not properly secured by others during the service period, The Purrfect Pup is not responsible for any damage or loss.

General:

- The Purrfect Pup will only provide its services to dogs and cats that have been fully vaccinated, council registered, microchipped, socialised, have non-aggressive behaviour and been de-sexed. An exemption may be made if the pet in question is a puppy and therefore in the process of being socialised or too young to be desexed.
- The Purrfect Pup reserves the right to refuse dog walking services during any weather conditions that can be or are at risk to either or both the animals and the carer during service (this includes thunder, lightning & strong wind gales).

Animal Welfare Legislation "Duty of Care"

- Anyone responsible for the care of an animal despite the reason and length of care, must be aware and abide by the internationally recognised 'Five Freedoms' of animal welfare: Freedom from hunger & thirst, Freedom from discomfort, Freedom from pain, injury or disease, Freedom from fear and distress, Freedom to express normal behaviour.
- Pet owners are responsible to inform any third party included in the care of the owner's pet(s) during the booked service period of the internationally recognised 'Five Freedoms' of animal welfare:
- The Purrfect Pup, equally have a Duty of Care to client pets and will use their discretion to stop/suspend the service at any time should they witness any of the

Five Freedom of animal welfare not being met. The Purrfect Pup will address the inappropriate care by removing the threat/harm from the pet(s) immediately.

Clients will be contacted as soon as possible should this eventuate. Should the client ignore feedback to address the problem themselves or with the 3rd party responsible for not meeting the legislations, will lead to, The Purrfect Pup honouring their responsibility and right to report the negligent act to the appropriate animal authorities.

- The client will be responsibility to pay for or reimburse The Purrfect Pup for any additional expenses should the pet be required to be remove from the threat. This could include alternate boarding, vet bills, travel and additional time expenses etc.

Supplies/Equipment:

- Clients are expected to provide all required pet care supplies for the period of care, including but not limited to, food, toys, pet ID and harness.
- Should the client not provide enough pet supplies and will be purchased if required at the clients expense. A receipt for reimbursement will be supplied to the pet owner.
- If your pet requires medication during the period of care, The Purrfect Pup must be informed and it is the pet owner's responsibility to ensure sufficient and non-expired medication is supplied during the service period.

Dog Walking Services:

- To ensure the safety of your pet, the client must provide a secure collar or harness with an ID tag attached whilst in the care of The Purrfect Pup.
- Your pet must have all of it's vaccinations and Flea and Tick medication up to date at the date the service is provided. If this is not the case, unfortunately we will be unable to walk your dog as they may pose a health risk to other pets we are caring for.
- Your pet's microchip details must be up to date.
- Whilst our priority is to make sure your pet gets plenty of exercise whilst keeping them safe, dog's behaviour is still unpredictable. In the unlikely event that an incident were to occur resulting in the loss or injury to the pet that was out of the dog walkers control (caused by another dog, person or act of nature), The Purrfect Pup will not be liable.
- If your pet requires medication during the period of care, The Purrfect Pup must be informed and it is the pet owner's responsibility to ensure sufficient and non-expired medication is supplied during the service period.
- Whilst, we do everything in our control to keep your pet(s) safe, if your pet's behaviour causes any loss or damage, you as the pet owner will be responsible. It is the pet owners responsibility to explain any known behavioural/aggression

problems that your pet has with any other animals, food, toys or humans, no matter how minor. The Purrfect Pup reserves the right to decline future services should the pet owner fail to disclose this information.

- Although we keep your pet safe and secure in our car when we are transporting them to and from parks/home, The Purrfect Pup will not be liable for any incident that occurs during the transportation of your dog.

House Visiting Services:

- To ensure the safety of your pet, the client must provide a secure collar or harness with an ID tag attached whilst in the care of The Purrfect Pup.
- The Client is responsible to ensure the house, balconies, yard and the security of fences/gates/latches are pet-proofed.
- Your pet must have all of it's vaccinations and Flea and Tick medication up to date at the date the service is provided.
- Your pet's microchip details must be up to date.
- Whilst our priority is to make sure your pet gets plenty of exercise whilst keeping them safe, dog's behaviour is still unpredictable. In the unlikely event that an incident were to occur resulting in the loss or injury to the pet that was out of the dog walkers control (caused by another dog, person or act of nature), The Purrfect Pup will not be liable.
- If your pet requires medication during the period of care, The Purrfect Pup must be informed and it is the pet owner's responsibility to ensure sufficient and non-expired medication is supplied during the service period.
- Whilst, we do everything in our control to keep your pet(s) safe, if your pet's behaviour causes any loss or damage, you as the pet owner will be responsible. It is the pet owners responsibility to explain any known behavioural/aggression problems that your pet has with any other animals, food, toys or humans, no matter how minor. The Purrfect Pup reserves the right to decline future services should the pet owner fail to disclose this information.
- Although we keep your pet safe and secure in our car when we are transporting them to and from parks/home, The Purrfect Pup will not be liable for any incident that occurs during the transportation of your dog.
- The Purrfect Pup will not be liable for the safety of any pet(s) or held liable for the death, injury, disappearance, or legal consequences of any pet with unsupervised access to the outdoors.
- Client understands that if scheduled visits must be extended The Purrfect Pup requires *direct* confirmation (not a phone message or email) for the unscheduled visits. This is to avoid the possibility of missed messages which could result in interrupted care of pets.

House Sitting Services:

- To ensure the safety of your pet, the client must provide a secure collar or harness with an ID tag attached whilst in the care of The Purrfect Pup.
- Your pet must have all of its vaccinations and Flea and Tick medication up to date at the date the service is provided. If this is not the case, unfortunately we will be unable to walk your dog as they may pose a health risk to other pets we are caring for.
- Your pet's microchip details must be up to date.
- Whilst our priority is to make sure your pet gets plenty of exercise whilst keeping them safe, dog's behaviour is still unpredictable. In the unlikely event that an incident were to occur resulting in the loss or injury to the pet that was out of the dog walkers control (caused by another dog, person or act of nature), The Purrfect Pup will not be liable.
- If your pet requires medication during the period of care, The Purrfect Pup must be informed, and it is the pet owner's responsibility to ensure sufficient and non-expired medication is supplied during the service period.
- Whilst, we do everything in our control to keep your pet(s) safe, if your pet's behaviour causes any loss or damage, you as the pet owner will be responsible. It is the pet owners responsibility to explain any known behavioural/aggression problems that your pet has with any other animals, food, toys or humans, no matter how minor. The Purrfect Pup reserves the right to decline future services should the pet owner fail to disclose this information.
- Although we keep your pet safe and secure in our car when we are transporting them to and from parks/home, The Purrfect Pup will not be liable for any incident that occurs during the transportation of your dog.
- The Client is responsible to ensure the house, balconies, yard and the security of fences/gates/latches are pet-proofed.
- Whilst we stay at your home the owner must provide all items necessary to care for your pet(s) including but not limited to food, medication, leads, collars, toiletry items and toys.
- Whilst our house sitters will attempt to maintain your pet's typical schedule as accurately as possible we are unable to guarantee a time. This is due to circumstances out of our control such as traffic or weather.
- Whilst we make every attempt to ensure that your pet is kept safe and secure whilst in our care, The Purrfect Pup, can not be held liable for any loss, injury or death to a pet(s) inside or outside you home whilst in our care.
- The Purrfect Pup will not be held liable for any vet fees or third party claims that occur during the house sitters stay.
- The Client must inform The Purrfect Pup if there is CCTV/ live streaming recording at the Client's home and the Client further agrees that it will be switched off

whenever there is an in home pet care arrangement with HDW.

- The Purrfect Pup will not be liable for the safety of any pet(s) or held liable for the death, injury, disappearance, or legal consequences of any pet with unsupervised access to the outdoors.
- The Client understands that if house sitting period must be extended The Purrfect Pup requires *direct* confirmation (not a phone message or email) for the unscheduled visits. This is to avoid the possibility of missed messages which could result in interrupted care of pets.

Photography:

- The Purrfect Pup holds the right to take photographs of your pet and to copyright, use and publish the same in print and/or electronically. By accepting these terms you give The Purrfect Pup permission to use photos of your pet in any media for any purpose, which include advertising, promotion and marketing.

Emergency Veterinarian Services:

- The Purrfect Pup is authorised by the client to administer necessary aid and/or transport the pet to a vet should the client's pet became ill at the cost of the client. The Purrfect Pup will attempt to contact the pet's own vet, but reserves the right to transport the pet to another if necessary.
- The Client authorises The Purrfect Pup to approve any emergency treatment recommended by the veterinarian, and Client releases Company from any and all liabilities related to transportation, treatment, and expense. Client agrees to reimburse Company for any additional fees for tending to emergency or veterinary care as well as any expenses incurred for any other unexpected home, food, or other supply needs.
- The client is responsible with arranging for direct debit facility on their account so that there is no out of pocket expenses to be paid by The Purrfect Pup upon emergency visits to the vet. The Client further agrees to pay the vet invoice within 7 days of the invoice being issued.

Liability

- The Client expressly waives and relinquishes any and all claims against Company, its team of pet caregivers and associates except those proven to be arising from negligence on the part of The Purrfect Pups Services.
- It is expressly understood and agreed that Company shall not be held responsible for any damage to Client's property, or that of others, caused by Client's pet(s) during the period in which the pets are in the care of Company.

Links to Other Websites:

- Our website may contain links to third party web sites or services that are not

owned or controlled by our company. The Purrfect Pup has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party web sites or services.

- You further acknowledge and agree that The Purrfect Pup Australia shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such web sites or services.

Acceptance of terms and conditions

- Once service is confirmed and payment is made, it is deemed that the client has read and accepted all the terms and conditions outlined above irrespective whether the agreement is singularly signed. These terms and conditions shall be construed in accordance with the laws of the state of New South Wales, Australia. The Client authorises this agreement to be valid approval for future services so as to permit The Purrfect Pup to accept future service requests and enter the Clients premises without additional signed contracts or written authorisations.
- This Agreement constitutes the entire agreement between the Client and The Purrfect Pup and supersedes any prior understanding or representation of any kind preceding the date of this Agreement. The headings for the sections are for convenience only, and shall not affect the meaning of the provisions of this Agreement. There are no other promises, conditions, understandings or other agreements, whether oral or written, relating to the subject matter of this Agreement.

Changes:

- The Purrfect Pups' Terms and Conditions are subjected to changes from time-to-time. Therefore, it is the client's responsibility to check for any updates and amendments via the The Purrfect Pup's website.