



TIME 4 PAWS – TERMS AND CONDITIONS – March 2023

Throughout this document, Time 4 Paws is referred to as "we", "us", "Company" and "T4P". Pet refers to "dogs" and "puppies."

Please read carefully.

T4P (we/us) agrees to take every precaution to ensure your pets safety and well-being whilst under its care. The client is solely responsible for all acts of behaviour and any harm or injury caused by their pet whilst in the care of T4P. The client agrees to provide a securely fitted collar or harness, with an ID tag attached.

T4P requests that all pets considered for our services must be in good general health, fully vaccinated with up to date vaccinations and currently on a flea and tick prevention program. Veterinarian information and proof of all vaccinations should be provided to T4P prior to the first booking, and immediately upon any changes.

Under no circumstances will T4P, or its employees, be held responsible for Paralysis Tick, Canine Influenza, Injury, Death, Loss, or Damages of any kind whatsoever that may occur to any animal and/or pet while in the care of T4P.

The client acknowledges that we may permit pets under our care to exercise and interact off-leash, in designated council parks and/or at beaches. As such, incidental interaction with other pets and members of the public may occur from time to time.

The client agrees to inform T4P of any known behavioural/aggression tendencies that their pet has towards other animals, food, humans, toys, or a specific circumstance.

Whilst we will take every precaution to manage your pet's behaviour, in the unfortunate event that your pet's behaviour is the cause of any loss, damage or injury to any persons or property – T4P will not be held liable or responsible.

In the unfortunate event of your pet becoming ill or injured whilst under T4P care, we reserve the right to administer necessary aid and if necessary, transport the pet to a qualified veterinarian. T4P will endeavor to use the client's preferred veterinarian, however, reserves the right to transport the pet to another veterinarian if necessary. All expenses incurred shall be the responsibility of the client, thus we recommend your pet is covered by pet insurance. We do not formally diagnose, or make therapy decisions, nor offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian. Under no circumstance will we supply or administer medication(s).

The client allows T4P the right to take photographs/video of your pet whilst under its care. These will become the intellectual property of T4P who will have the subsequent right to post, publish and copyright at its discretion.

Disclaimer

By engaging the services and/or obtaining information (including however not limited to Newsletters, Social Media Posts etc.), from T4P, you acknowledge that T4P is not a medical professional, licensed trainer, or adviser, and that services and/or information provided do not replace the care of medical or other licensed professionals.

Any services and/or information provided to you from T4P is in no way to be construed or substituted as medical advice or anything other than general advice and for general informational purposes only. Your use of our services and/or information provided is solely at your own risk and none of the authors, contributors, administrators, or anyone else connected with T4P, in any way whatsoever, can be responsible for your use of the information and/or services.

Before implementing or acting on any services and/or or information supplied by T4P, you should consider its appropriateness, nature and relevance to your objectives and needs. Always seek prior professional opinion such as (not limited to), a professional dog trainer and/or veterinarian.

T4P assumes no liability and makes no representation or warranty, express, or implied to any links to third party content.

Bookings and Services

- All services are tailored to individual needs and are 'exclusive,' meaning that your dog (or dogs from the same household), will not share our attention or their space with any other dogs during their time with us,
- Complimentary doggo/owner 'Meet & Greet' occurs prior to first walk,
- 1 x complimentary 30 minute 'Assessment' walk is scheduled during 'Meet & Greet',
- Bookings: By appointment only,
- Services cannot commence until the 'Client Agreement' is signed and returned to your T4P team member,
- Our team members are fully insured, and police checked,
- We do our utmost best to be on time however as some of our furry clients can be unpredictable, we will contact you should we be running behind schedule,
- 50% discount applies for additional dog(s) when all are from the same household and services occur at the same time – discount does not apply to Paw Patrol Pack,
- Our Paw Patrol Pack may be 'added' to any of our services, not sold separately,
- 10% surcharge applies for weekends + 15% surcharge applies for public holidays,
- Quotations: Provided in writing, valid for 7 days from date of issue,
- Service Area: Sutherland Shire 2230 NSW postcode - contact us to confirm suburb eligibility. Should client locality be 7km or more outside of 2230, an additional \$5 single round trip travel fee applies,
- Prices: We try to ensure that our prices are competitive and consistent however we reserve the right to change our prices at any time without further notice. Refer to our website or contact us to gain our current prices. If booking fully paid during time of price increase, the receipted amount will be honored,
- Office Hours (Administrative Hours): 12pm – 2pm Monday to Thursday,
- Privacy: Privacy Policy at www.time4paws.com.au,
- Covid: T4P is a Covid safe environment, complies with NSW Covid guidelines and ensures that all equipment and surfaces are sanitized after each pet.

Cancellation Notice, Payment Method, and Termination Notice

- Payment Method: Direct Debit or Cash,
- We do not store or collect your payment details,
- The client agrees to pay any invoiced amount within 7 days (not exceeding 30 days) of invoice issue date,
- Unpaid invoices that exceed 30 days of invoice issue date are considered 'Outstanding Payment(s)',
- Debt Recovery Process: We will recover any addition to the amount invoiced, all unpaid administrative costs of issuing a recovery notice (at \$20.00 per notice) and any debt recovery costs (including legal fees on a Solicitor/client basis) incurred or payable by us in procuring 'Outstanding payment(s)' from the client,
- Any services amended and/or cancelled by the client within 24 hours will be charged at the full rate. There is no charge for services amended and/or cancelled by the client prior to this,
- Should we be unable to gain access to the pet on the day, services will be charged at full rate,
- Services cancelled due to extreme and/or severe weather will be rescheduled to a time appropriate for all parties. In normal circumstance, 3 days' notice will be provided should we be unable to deliver our services,
- Full refund only offered should we cancel our services,
- Termination by Either Party Without Cause: Either party may terminate the 'Client Agreement' without cause at any time, upon seven (7) days written notice. Any such termination shall be without penalty, or any other payment given that all outstanding payments have been received.

Upon engaging the services of Time 4 Paws you agree to be bound by the Terms and Conditions outlined in this document.

By visiting www.time4paws.com.au you are also consenting to the Terms and Conditions outlined in this document.

Do not hesitate to contact us should you have any questions or concerns.

Thank you for your attention and considering our services.