



Power Pooches

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Terms and Conditions - Services

For the purposes of this document, the terms Client, Owner, Dog Owner, and Customer are synonymous with the person contracting services for one or more dogs. To ensure the well-being & maximum safety of both the client's dog(s) and the dog's carer we require all our clients to read and agree to our terms & conditions.

This agreement permits Power Pooches Dog Walking to accept all reservations and provide services without additional signed documents being required. Power Pooches reserves the right to amend these terms & conditions at any time.

Privacy

All information provided by the Client is for Power Pooches business purposes only. Related personal information which constitutes Clients' privacy will be kept confidential and will not be shared with anyone outside of Power Pooches without Clients' consent. This includes any information on the dog(s).

Legal /Service Request Documentation:

When making your first booking, the Client will need to tick the "agree to power pooches terms & conditions" box for Power pooches to confirm the service and booking. This agreement then follows on to any and all future bookings made for the Client. By ticking the box you agree that you have the right to make decisions or the dog(s) who's details appear on the booking form. The terms of this document apply to all the dog(s) owned by the client, including any and all new dog(s) that the client obtains on or after the date this document was agreed to.

Services:

Power Pooches will perform the services as described below (the 'Services') in the care of the dog(s).

Acceptance of our service is based on the kind of dog and the dog(s) level of aggression deemed by Power Pooches. Power Pooches reserves the right to deny any service should the dog(s) be deemed too dangerous in any way shape or form by Power Pooches staff.

For Walks, service will take up to 45 minutes, depending on the dog(s) ability to cope. Walks are as described and may take the form of walking, running, games, sniffing, exploring, and other activities deemed for dog(s). Walks will be within the vicinity of the clients home or at an agreed area. Walks will only have a maximum of two dog(s)(from the same household) at any given time. All dog(s) are walked on leashes.

For playdates, dog(s) can be picked up or dropped off to the Power Pooches location. Before a playdate can be confirmed, the dog(s) must be brought over for a pre-socialising session with Sasha. If all goes well, then the playdate can be confirmed. During the playdate, dog(s) will receive food, water, games, stimulation, toys, supervision, camera surveillance, training and can have walking sessions added on.

During playdates, dog(s) will be kept under supervision at the premises of Power Pooches which has indoor/outdoor areas that are under video surveillance. Power Pooches has made the playdate area as safe as possible for dog(s) and is not to be held liable for any issues that may arise from the dog(s) being at the property. Power Pooches has current liability insurance.

Reservations & Payments:

First service is booked online via www.powerpooches.com where the client agrees to the "Terms & conditions" by ticking the box. The online booking service is for reservations only and is not confirmed until a confirmation email has been sent to the client and payment has been made full.

For regular clients who have services booked weekly, payment can be made on the day of the service via bank transfer, online credit card or mobile top.

Cancellations:

We offer a full refund if you cancel with 48 hours notice before the booked service. A 50% refund if you cancel with 24 hours notice before the booked service. No refund is possible if you cancel on, or after, the booking day.

We understand there can be an extenuating circumstance, and you may need to cancel at the last minute. Please do let us know and we can either issue a full refund, credits or change the booking date.

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 and thirst.
- **Freedom** from discomfort.
- **Freedom** from pain, injury and disease.
- **Freedom** to express normal behaviours.
- **Freedom** from fear and distress.

Dog owners are responsible to inform any third party included in the care of the owner’s pet(s) during Power Pooches booked service period of the internationally recognised ‘Five Freedoms’ of animal welfare:

Power Pooches, equally have a Duty of Care to client dog(s) 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. Power Pooches will address the inappropriate care by removing the threat/harm from the dog(s) immediately, where possible. 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, Power Pooches honoring their responsibility and right to report the negligent act to the appropriate animal authorities

The client will be responsible to pay for or reimburse Power Pooches for any additional expenses should the dog(s) be required to be removed from the threat. This could include alternate boarding, vet bills, travel and time expenses etc.

In the event of an accident, illness or safety issues, Power Pooches reserves the right to administer necessary first aid and/or transport the dog to the nearest vet, at the cost of the client.

Supplies/Equipment:

Power Pooches supplies the following items which are used during the walking service, and remain the property of Power Pooches:

- Treats
- Water
- Toys
- Wi fi tag
- Leads (if needed)
- Harness (if needed)
- Videos/Images
- Other as needed

At times, we may not have the appropriate leads or harnesses for your pooch and we ask that you supply the correct equipment to enable Power Pooches to safely walk the dog(s).

If your pet requires medication during the service, Power Pooches must be informed and it is the dog(s) owner’s responsibility to ensure sufficient and non-expired medication is supplied during the service period. Dog Owners are responsible for supplying up to date vaccination proof (dog C5) or services may be suspended.

Emergency Veterinarian Services:

Power Pooches asks that you supply the details of your preferred vet if emergency veterinarian assistance is needed during services. These will be at the cost of the client. Alternatively, if we think urgent care is required, then we may make a decision to use another vet, to ensure the safety of the client’s dog(s).

Any costs incurred with travel and organising veterinary services for the clients dog(s) are at the clients costs and must be paid for within 7 days.

Power Pooches reserves the right to administer first aid if it is deemed necessary to preserve life and ensure the safety of dog(s) in our care. A first aid kit is carried by Power Pooches on every walk. Staff have dog first aid certificates.

Key Requirements:

Clients that book services during times when they are not home, may opt to use the key service. Clients must ensure Power Pooches receives 1 set of keys. It is the client's responsibility to fix faulty locks, difficult doors to open and remove any obstruction to the gate or house to ensure the Power Pooches can gain easy entrance and quick access to your dog 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, broken keys.

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.

General Provisions:

Power Pooches agrees to complete all work in a safe and professional manner, and in compliance with all applicable laws.

Power Pooches has all applicable licensing and insurance credentials.

Power Pooches can and will only consider dog(s) that have been fully vaccinated, council registered and microchipped.

Power Pooches reserves the right to refuse dog walking services during any weather conditions that can be or are at risk to either or both the dogs and the walker during service (this includes thunder, lighting & strong wind gales).

Power Pooches accepts dogs with anxiety issues, puppies, hyper active dogs and dogs that require dedicated attention, however we reserve the right of a 3 months probation monitoring period for all dog(s) under our care. Power Pooches reserves the right to refuse services to dog(s) that show signs of illness and/or are taking medication for transmittable diseases.

We ask that the client agrees to disclose all medical and behavioural issues of the dog(s) to Power Pooches.

The Client agrees to allow Power Pooches to post photos of their dog(s) on our website at www.powerpooches.com, in promotional material, on search engines & social media sites.

The Client will provide a fitted collar or harness that the dog(s) can not slip out of.

The Client agrees their dog(s) are updated with ongoing flea and tick prevention programs, vaccinations and medications.

The Client acknowledges that Power Pooches will not allow their dog(s) to directly interact with other animals both on and off leash unless the client has agreed to do so. The Client further agrees to waive all claims and releases Power Pooches of all liability for any injury, illness, death, damages, and loss to their dog(s) and/or their property while in the care of Power Pooches.

The Client agrees to be responsible for all expenses incurred for any harm or injury caused by their dog(s) while in the care of Power Pooches, unless deemed to be the fault of Power Pooches.

The Client is solely responsible for their dog(s) safety once Power Pooches have returned the dog/s home.

The Client must inform Power Pooches if there is CCTV/ live streaming recording at the Client's home. The Client will provide instruction on the procedure to handle home alarm systems. The Client further agrees to be responsible for associated cost in the event of triggered alarm during Power Pooches care.

The Client is responsible for any loss, damage and the negligence of any kind to their home, property or dog(s) where entry to premises is given to other parties or if the home is not properly secured during the service period.

Power Pooches will not be liable for the safety of any dog(s) or held liable for the death, injury, disappearance, or legal consequences of any dog(s) with unsupervised access to the outdoors.

The Client is responsible to ensure the house, balconies, yard and the security of fences/gates/latches are dog-proofed.

All services and products do not incur goods & services tax (GST).