

TERMS & CONDITIONS

1. All pet sitting/walking bookings of 14 days or more will receive 1 FREE Day of Pet Sitting/walking.
2. No surcharge for public holidays or school holidays.
3. If you refer a friend, you will receive a \$15 credit on your NEXT booking and that friend will ALSO receive a \$15.00 credit on their booking. (Terms & Conditions Apply)
4. Please ensure that you have enough pet food and supplies to last while you are away. Any extra supplies/expenses incurred will be added to your invoice and a \$10.00 shopping surcharge will be applied.
5. **Payment**
50% of total amount is due at time of booking. The balance is payable prior to pick up of keys or first visit. Failure to pay on the due date may result in termination of our services.
6. Accepted payment methods are by DIRECT DEPOSIT, CASH. Account details will be provided on the tax invoice you receive.
7. A separate trip for key collection/drop off will be charged at \$10.00 per trip.
8. Any extra time required for dealing with emergencies with your pet or at your home will be charged at \$10 for every 15 minutes. This fee covers emergency transport to your veterinarian, or time spent on unforeseen events, such as home maintenance.
9. **Dog walking service**
Dogs must be controllable on a leash. A maximum of two dogs can be walked at any one time and an additional \$8.00 will be charged for the second dog.
10. Any cleaning up after pets which requires extra care will be done to the best of our ability using basic cleaning materials and deodorisers. (We are not professional carpet cleaners). We are not responsible for any residual carpet/flooring stains left by your pet after every effort has been made to clean them.
11. **Dog Gone Walkies reserve the right to refuse bookings for any of the following reasons**
 - 11.1 Animal shows aggression or antisocial behaviour in Introduction Meeting.
 - 11.2 Inappropriate provision made for animal health and safety while owner is away.
 - 11.3 If payment has not been received in full at time of expected first visit.
 - 11.4 If Client does not agree to terms and conditions
 - 11.5 If Client does not complete requested forms
 - 11.6 If we feel unsafe at client premise

PET SITTING TIMES/ALLOCATED PET SITTERS

1. We endeavour on all occasions to visit your pet/s at your preferred visit times. However due to unforeseen circumstances, or volume of bookings these time frames may be altered at our discretion. During peak time periods, AM visits will occur between 7.00am and 9.00am. PM Visits will occur between 3.30pm and 7.00pm. Please bear in mind we will always have your pet's welfare in their best interest.
2. In the event that your allocated pet sitter may fall ill or is otherwise unable to attend your booking, we will arrange for a replacement friendly pet sitters to visit in their place. By signing, our contract you are agreeing to these conditions.

Dog Gone Walkies

ABN:13893005908

BARKING POLICY

The team at Dog Gone Walkies needs to consider the neighbours and as such we cannot accept bookings for dogs who love to bark excessively.

In the event that your dog is making excessive noise or is perhaps experiencing separation anxiety from you (although this is very rare) we reserve the right to request your early return where practical for you to recommend a family member or friend who may care for your pet until your return

IMPORTANT

Of course we will take every measure to ensure that your pet is happy and content, and we will contact you at every stage if we are facing difficulties to work with you to resolve the issue.

We will not attempt any of the above without your prior approval, and we thank you for your cooperation if this rare situation was to occur.

WEATHER WARNINGS

In cases of severe weather, Dog Gone Walkies reserves the right to reschedule dog walks to an alternative time that suits both client and staff - even a different day if required. This is to ensure both the safety of your dog and our staff.

We will notify you of any changes to your bookings. Also upon your advice we are happy to contact your emergency contact people on file, and discuss with your neighbours our plans, so that where possible we can ensure where we can't be present, due to severe storms there is still a watchful eye over your pet.

PET SITTING CANCELLATION POLICY

Less than 24 hrs notice of cancellation, will result in one full days rates being charged.

If cancellation request is submitted after 50% payment is received, a \$10.00 admin fee will be deducted.

EARLY RETURNS

At Dog Gone Walkies we carefully structure our time to service you and our other clients, therefore there are no refunds if your plans change and you return early.

INDEMNITY

By signing this contract you recognize Dog Gone Walkies is not responsible for any unintentional errors, omissions, or incorrect assertions. I hereby agree to indemnify and hold harmless Dog Gone Walkies of any and all claims of injury, expense, costs, or damages caused by the actions of my dog while under Dog Gone Walkies care.

Print name Phone

Signature Date