



MyPet Animal Services

Client Service Agreement

Terms and Conditions

This agreement will remain valid for all future services, with the exception of any agreed changes in services, fees, visits and times.

The client hereto agrees as follows:

1. MyPet Animal Services and its employees agree to provide the arranged services in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against MyPet Animal Services or its employees, unless arising from negligence on the part of MyPet Animal Services.
2. MyPet Animal Services or its employees shall not be held responsible for loss, injury or death, or actions of any pet that the client has allowed outside or has instructed the carer to allow outside while the carer is not present. This includes premises with dog / cat flaps and pets that are kept outside.
3. The client understands that all pets (where appropriate) must be registered with a veterinarian and be currently vaccinated.
4. No pets will be allowed to roam or be allowed off a lead while the pet carer is present, except during off-lead field walking services in a pre-booked secure dog field. If the client has instructed the carer to do so otherwise, MyPet Animal Services is not responsible for the actions of that pet.
5. MyPet Animal Services do not diagnose, make prognoses, or make therapy decisions, nor does it offer veterinary services. Any veterinary / medical concerns will be referred to a veterinarian.
6. MyPet Animal Services will not sit for acutely ill animals or those with uncontrolled medical conditions. We suggest the pet be boarded with a veterinarian.
7. MyPet Animal Services will not accept aggressive animals. Additionally, MyPet Animal Services will not be able to provide services to certain dog breeds/types, including but not limited to Pit Bull Terriers, Japanese Tosas, Dogo Argentinos, Fila Brasileiros, XL Bullies, as listed in the Dangerous Dogs Act 1991. These breeds/types are not covered by MyPet Animal Services' business insurance due to their inclusion in the act.
8. MyPet Animal Services will not walk unruly or untrained dogs, or dogs that are unable to walk on a lead (i.e. pull aggressively or choke themselves on the lead).
9. Business and visiting hours fall between the times of 0800hrs and 2000hrs. Services are usually completed during this time unless unforeseen circumstances occur (i.e. emergency incident or call-out) or previously arranged otherwise.

10. MyPet Animal Services reserve the right to deny service or terminate service because of safety concerns, client financial concerns, or inappropriate or uncomfortable situations.

11. MyPet Animal Services may take photographs of your pet/s for reference use and may use these photographs for advertising, publicity or promotional means. MyPet Animal Services will always seek your permission to take photographs and will not take any photographs if this permission is withheld.

12. Scheduled services cancelled with sufficient notice can be rearranged at no extra charge. Deposits for In-home Pet Sitting and Small Animal Boarding services are non-refundable and will not – except under exceptional circumstances – be refunded if services are cancelled. Cancellations received within the last 48 hours prior to scheduled service will incur a 100% cancellation fee.

13. You agree that all repeat bookings or otherwise are channelled and booked through MyPet Animal Services. As a client of MyPet Animal Services you accept that your pet's independent carer must not be approached by yourself to accept a direct booking from you without also going through MyPet Animal Services. You also accept that you will not accept any offer of care from any of our carers without having booked through MyPet Animal Services.

14. You agree that in the unlikely event of your pet's carer being no longer available due to exceptional personal circumstances, you will be contacted by MyPet Animal Services and where possible an alternative suitable carer will be offered. MyPet Animal Services shall do the utmost to assist the owner in finding alternative carers but shall not be liable for any consequential losses arising out of the owner not being able to secure an alternative.

15. It is agreed that client information can be stored by MyPet Animal Services and will not be shared with any third parties without your permission.

16. It is agreed that (if required) MyPet Animal Services will be provided with a copy of key/s to access the property and provide agreed services as previously arranged. Any keys will be returned to the owners at the cessation of service.

17. It is agreed, unless specifically stated, that a client's dog may share space, or exercise with another dog other than, and/or as well as, MyPet Animal Services' owned dogs. One-to-one and solo services will only be completed with the dogs that they are booked for.

18. Payment is required BEFORE services are rendered. In the event of additional or unforeseen visits or other costs (such as food, supplies or vet fees), payment is required within 7 days of the completion of the service.

19. It is agreed that MyPet Animal Services can act as the client's agent, and have express permission to sign veterinary consent forms for any treatment that may need to be carried out in the absence of owners, excluding euthanasia. MyPet Animal Services will use the client's registered vets whenever possible. However, in the case of an emergency, treatment may be obtained from a veterinary practice other than my own, if a client's usual practice is deemed to be too far away considering the pet's condition.

All fees and charges incurred for treatment of pets will be solely the responsibility of the owner. If vet fees must be paid immediately by MyPet Animal Services, these must be reimbursed by the owner within 7 days of the treatment.