



TERMS & CONDITIONS

You, as owner of the particular dog, request PK's Pack to provide Services to You on these terms and conditions, certify that You have read these terms and conditions in their entirety and fully understand and accept them.

PK's Pack agrees to provide those Services to You, the Client, on these terms and conditions.

GENERAL TERMS AND CONDITIONS

RATES

The Rates for PK's Pack, as varied from time to time, are set out in the 'Services' section of pkspack.com.au

RESERVATIONS/CANCELLATIONS/EARLY RETURN

Cancellations advised to PK's Pack by You at any time up to noon the day prior to the day of Service will not incur a fee. Cancellations advised to PK's Pack by You with less than 24 hours' notice, or later than noon on the day prior to the day of Service, will incur a cancellation fee for the full applicable to the Service.

Any 'no-shows' or dishonoured reservations where PK's Pack was not advised prior to a reserved Service or not able to gain access to the property will incur a fee for the full rate for the Service.

There are no cancellation penalties for Check Ins if You return home early. However, if You don't advise PK's Pack of your early return and a Service call is made to your property, then the full fee for that Service will apply.

PAYMENT

Payment for Services is to be by direct debit, direct bank transfer or cash.

KEYSAFE/ACCESS TO YOUR PROPERTY

If PK's Pack needs to access your property to provide the Services, You will need to provide keys which need to be in a secure location such as a keysafe. Our preference is that You supply a keysafe that remains at your property and the code will be supplied by You to PK's Pack at the consultation

Alarms: Upon entry to your property, PK's Pack will use its best endeavours to disarm any alarm in your property in accordance with your instructions. You will bear any costs associated with alarm activation, such as guard despatch.

INDEMNITY AND LIMITED LIABILITY

PK's Pack will use its best endeavours to care appropriately for your dog.





PK's Pack, employees and contractors are not liable for any loss, injury or death to your dog, either inside or outside your home, while in our care. You agree to indemnify PK's Pack, employees and contractors against any claim made against them or injury, loss, cost or expense suffered by them resulting from the actions or behaviour of your dog. You agree to waive any claim You may have against PK's Pack, employees and contractors for any loss or injury You may suffer including injury to your pet, caused or arising because of PK's Pack Services.

BEHAVIOUR/AGGRESSIVE ANIMALS

You certify to PK's Pack that your dog has not harmed or shown aggression or threatening behaviour towards any persons or other dogs. If, in the opinion of PK's Pack, a dog represents a danger to our staff/contractors or to other dogs during a Service, then that Service may be suspended. If that happens, PK's Pack will attempt to contact You as quickly as possible. For Dog Walking, PK's Pack reserves the right to refuse to take a dog if they display aggressive behaviour at the time of collection or show signs of transmittable illness or are taking medication for a transmittable illness.

VACCINATIONS

All dogs must have current vaccinations. You must provide PK's Pack with a Vaccination Certificate (from your vet) prior to commencement of Service, or if Services are ongoing, annually.

GENERAL HEALTH

At time of booking all dogs must be free from transmittable illnesses.

If your Dog is ailing due to old age or convalescing from sickness, a package tailored to their need for greater care and feeding during Dog Daycare, Dog Home Visits or Dog Sleepovers, must be agreed between You and PK's Pack.

EMERGENCY VETERINARIAN SERVICES

You authorise, PK's Pack to seek any emergency veterinarian assistance needed during a Service, at Your cost. Where possible PK's Pack will use Your preferred vet service provided to PK's Pack at the initial consultation, but reserves the right to use any veterinarian as chosen by PK's Pack if we consider it necessary given the nature of the emergency or if we are unable to reach Your preferred vet.

MEDICATION

If your Dog requires medication, You, will fully inform PK's Pack and equip us with all that is necessary to cater to their needs prior to the Service.





DOG WALKING TERMS AND CONDITIONS

- (1) All dogs must be older than 4 months of age, fully vaccinated and registered with the appropriate council. PK's Pack is not liable for any fines incurred for an unregistered dog in their care, as it is Your responsibility to register your dog.
- (2) Your dog must be in good health.
- (3) Your dog must wear a collar with an ID tag and their walking lead must be provided.
- (4) Your dog must be compatible with other dogs, and preferably familiar with common commands.
- (5) If you request an off leash walk, you certify that your dog is trustworthy off the leash.
- (6) Dogs over the age of 6 months must be neutered or spayed. Group walking not available for non-neutered males over 6 months old or non-spayed females in season – these dogs must be walked one-on-one.

PUPPY HOME VISITS TERMS AND CONDITIONS:

You must give PK's Pack a clear, brief outline of the feeding habits of your dog at the time of booking the Service. You must ensure that adequate food is available to cover the period of Service.

SLEEPOVERS TERMS AND CONDITIONS

You must give PK's Pack a clear, brief outline of the feeding habits and behaviours of your dog at the time of booking the Service. Any damages to property as a result of Your dogs' behaviour will incur full replacement of the item (s) and will be charged to You the owner.

You must ensure that adequate food is available to cover the period of Service.

CHECK IN'S TERMS AND CONDITIONS

PK's Pack provides dog Check In Service Hours between the hours of 8.30am – 5.30pm.

Client/Owner Name

Signature

By ticking this box, you confirm you have read, understood and agree to all Terms & Conditions as set out by PK's Pack in the above document.

Date