

Terms and Conditions Contract - BIG BROWN PAWS DOGGIE DAY CARE - TAUPO



Introduction

The following are the **Terms and Conditions** which must be agreed to by all Customers of Big Brown Paws Pet Services (BBP) wishing to enrol their Canine (Pet) into and using BBP services.

BBP operates within the requirements of the Health and Safety Work Act 2016 NZ. The facility layout and practises are based on NZ and Aussie standards and codes of best practise for canine welfare. We ensuring Customer service satisfaction including exercising a duty of care for staff, Customers and Canines.

The BBP Facilities and Business is owned, operated and Managed by Alicia Davis

TERMS AND CONDITIONS OF SERVICE

1. Change to Terms and Conditions

- 1.1. BBP Reserves the right and sole discretion, to change its terms and conditions from time to time including service charges. Advanced notice of 1 month will be given to all Customers.

2. BBP Right to Refuse

- 2.1. **BBP reserves the right not to accept, enrol/dismiss any Canine for any BBP service. Usually Customers will be given a reason for declining an enrolment/dismissal. Assessments of all canines are on-going throughout their time at BBPAWS.**

3. Incidents, Injuries and Illness - Canines

- 3.1. Every care is taken to ensure the safety of your Pet and other Canines. Occasionally during normal play Canines can incur a body nick or scrape. Our Staff are trained in Canine first aid and CPR and will attend your canine as soon as an injury or other is noted.
- 3.2. Management of any Canine injury includes: controlling and appropriate Canine separation under our care; quarantine, assessing first aid requirements; if necessary: contacting the Customer, Veterinary (Vet) check, recording, reporting the incident. All practicable steps will be taken to prevent a recurrence.
- 3.3. If your Canine becomes ill, we will quarantine them and contact the Owner or authorised nominated person to collect the injured or unwell Canine. If contact cannot be made and the Canine needs Vet care, this will be initiated at our judgment.
- 3.4. Customers agree to BBP managing any minor injury to their canine as above, if required, incurred whilst engaging in normal Canine socialisation and play whilst under the care of BBP.

The Customer is liable for Vet invoices resulting from their Pet's injury or illness, or from injuring another dog or animal.

4. Photographs and/or Videos

- 4.1. BBP Is committed to ensuring customer privacy. Under no circumstances will we share your personal information, unless authorized by you.
- 4.2. BBP may take appropriate photos or video activities taken in the BBP facilities for our customers to enjoy, our Website, Facebook page and for marketing purposes.

5. Service Payments, Cancellations and Due Dates

ANZ, Account name: **Big Brown Paws Pet Services Ltd**, account number: **06-0429-0285360-00**, please use your surname, invoice number and canines name as reference.

- 5.1. Payment is due on **first day of service** or at **time of service**.
- 5.2. Payment can be made in cash, Eftpos, or Internet Banking. Cheques and credit cards not Accept
- 5.3. Late pickups incur a fee of \$5.00 for every 10mins after 5.30pm closing time.

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5.4. All cancellation of services must be done via Phone or text. No phone cancellation incurs a fee of A day of service and will be removed from any concession card.

5.5. You have a 6mths to use your concession card by.

5.6. Any service needs to be paid for before service or a concession card to be purchased. This includes walks, bus service and day-care.

6. General

6.1 All canines must (*requires certification or Vet signed evidence):

- Undergo a BBP assessment at a cost of \$30 for the day
- Be de-sexed by 6mths
- Enter and exit BBP facilities on lead at all times.
- Be fully vaccinated for DHPP, Lepto and Kennel cough*
- Be treated with an effective flea and worm treatment.
- Have nails regularly trimmed. We can help with this
- Be placed in time out (loss of play on own for up to 15mins approx.) for failing to obey commands or for playing aggressively
- If requiring continual time out, the Owner will be contacted to pick up their canine.

[Note: BBP Staff use positive reinforcement methods and monitor potentially disruptive Canine behaviour for signs of illness or other cause. If staff have serious concerns about a particular Canine, the Canine may be sent home temporarily or permanently. The Owner will be fully advised.]

7. Dispute Resolution

8.1. Big Brown Paws Doggie Day-Care endeavours to provide Owners with a quality service including safe and hygienic facilities and equipment; a caring and safe environment for Canines under its care; experienced and trained staff and customer satisfaction and resolving Owner concerns as soon as possible after these are being brought to the attention of the Owner/Manager.

8.2. Owner concerns or disagreements regarding services will be brought to the attention of the Owner/Manager of Big Brown Paws Doggie Day Care, as soon as possible. This must be in writing, signed and dated by the Owner.

8.3. Upon receipt of the Owners concerns a response and resolution to the Owners concerns will be responded to by Big Brown Paws Doggie Day-Care Owner/Manager as soon as possible on receipt of written concerns.

BY SIGNING THESE TERMS AND CONDITIONS AGREEMENT IS REACHED THAT:

Having read Big Brown Paws Doggie Day-Care Policies and information, and in good faith completed the pre-assessment questionnaire and provided relevant Canine health and treatment verification or certification, agrees to abide by and accept Big Brown Paws Doggie-Day Care Terms and conditions.

8. In Addition, I hereby confirm and agree:

- My Canine has not harmed any person or other animal
- I give permission for the staff at Big Brown Paws Doggie Day-Care to provide First Aid care and/or seek veterinary services for my Pet (or another pet if harmed by your pet) if necessary and any cost associated with that care will be paid by me as the Owner.
- I give/do not give (*strike out one option*) permission to take appropriate photos/videos of my pet and such material can be used for Big Brown Paws Doggie Day-Care marketing purposes.

Name and Signature:

Date: