



Terms and Conditions Contract

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 SPA services.

BBP operates within the requirements of the Health and Safety Work Act 2016 NZ. 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.

Big Brown Paws Pet Services Limited reserves the right to change its terms and conditions and prices from time to time with notice to customers.

TERMS AND CONDITIONS OF SERVICE

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 reserves the right **not to** accept or enrol a Canine for any BBP service for any reason. Usually Customers will be given a reason for declining an enrolment.
1. The cost for BBP grooming services is based on BBP standard scaled rates. The different standard rates are scaled according to: Canine size, weight, temperament, length and condition of coat and time taken. There may be an additional charge for extra time taken for excessive de-knotting or de-matting; this will be discussed at the time of appointment.
3. Payment is due on **day of service** or at **time of service**
4. Payment can be made in cash, Eftpos, or Internet Banking. Cheques and credit card are not Accepted.
2. All cancellation of services must be done via Phone or text. Cancellation with less than 24hrs notice will be charged at 100% of the standard scaled rate.
3. If the removal of knots or matting causes a Canine undue stress, we may elect to clip the coat shorter than the customer required. The Customer will be advised of this beforehand if possible. Occasionally knots or matting is not evident until the service commences.
4. Customer concerns related to Grooming services must be received in writing, within two working days of the Pet's grooming appointment. On receipt of the complaint the BBP Owner/Manager will contact the Owner to discuss and seek to resolve any concerns as soon as possible after occurrence.
5. 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.
6. It must be clearly understood & agreed that whilst every care & attention is taken to ensure the safety of your Dog(s) they are accepted at the owners risk. Our first concern is for the welfare of your dog, so in the event of injury or illness a vet may be sought. Unless it can be clearly shown that we are liable, all costs associated in the care of your dog shall be at the owners expense.

BIG BROWN PAWS SPA - TAUPO

- 7. Our Staff are trained in Canine first aid and CPR and will attend your canine as soon as an injury or other is noted.

- 8. 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.

BY SIGNING THESE TERMS AND CONDITIONS AGREEMENT IS REACHED THAT:

2. The Owner (Name.....) of (Name(s).....), having read Big Brown Paws SPA Policies and information, and in good faith agrees to abide by and accept Big Brown Paws Terms and conditions.

2.1. 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.

Customer NameSignature.....

Date:

Owner/Manager, Big Brown Paws Doggie Day-Care Name: Alicia Davis

Signature:

