



Hairy Poppins Pet Sitting Terms and Conditions

1. Payments

Payment must be made to Hairy Poppins Pet sitting by or on the date of the first expected visit. An invoice will be provided prior to the first expected visit, including the payment details.

For services required for longer than 28 days, a payment schedule can be arranged on an individual basis.

If miscellaneous fees or added services need to be paid for, a separate invoice will be issued, and payment must be paid within seven days of the date of issue.

Accepted payment methods are by Cash, Direct Deposit and PayPal. Account details will be provided along with the initial invoice.

2. Additional Invoices

An additional invoice will be issued in the event of buying food or litter (if supplies are depleted) and a \$10.00 +GST fee will be applied. If a separate trip is required to collect and drop off your keys, a fee of \$10.00 will apply.

If extra time is required for dealing with emergencies involving your pet or your home a fee of \$10.00 +GST for every 15 minutes will be applied. This fee will cover emergency transport to your vet, emergency home maintenance/repairs or any other unforeseen event requiring extra time.

Extensive cleaning of your home or animal enclosures due to your pet(s) having an accident will incur a fee of \$10.00 for every 15 minutes, due to the extra time involved. You will be notified of these additional charges and sent an invoice. Payments will be required seven days after the date of issue.

3. Confidentiality

Hairy Poppins Pet Sitting will ensure that your personal information is kept confidential by

- Storing all hard copies of client information, including contracts in a locked cabinet/or appropriate storage facility
- Storing electronic copies of client information in a password protected file, only accessible by authorised persons.

Hairy Poppins Pet Sitting will not disclose personal information to a third party without direct permission from the client unless, in the event of an emergency. Relevant information will be disclosed to veterinary services and local emergency services, if required to do so.

4. Acknowledgements, and Authorisations

4.1- The client is the owner of the pet/s appearing on the booking and the owner or legal occupant of the property in which the pet/s is/are housed.

4.2- The client authorises Hairy Poppins Pet Sitting to access their property for the purposes of providing the assigned service for the agreed upon duration.

4.3- The client authorises Hairy Poppins Pet Sitting to employ a locksmith to gain access to the property at their expense, if considered necessary for the well-being of the client's pet/s.

4.4- Hairy Poppins Pet Sitting will not be held responsible or accept liability for the security of the premises or the damage or loss of property resulting from the failure, breach or inadequacy of security.

4.5- The client has fully disclosed relevant information, including emergency contacts, veterinary contacts, behavioural issues, likes and dislikes and medical information to Hairy Poppins Pet Sitting, in order to provide a high standard of care.

4.6- Hairy Poppins Pet Sitting will not be held responsible or accept liability for a client's pet escaping, becoming lost or injured when instructed to leave the client's pet in a fenced area or enclosure.

4.7- The client acknowledges that their pet/s does not have a transmittable disease or health condition.

4.8- The client authorises Hairy Poppins Pet Sitting to seek veterinary advice or treatment from your nominated vet or if not readily available, an alternative vet for your pet/s, at your expense, if considered necessary or prudent.

4.9- Hairy Poppins Pet Sitting will administer any medication as directed but cannot be held responsible for the complications that may arise as the result.

4.10- Hairy Poppins Pet Sitting will not accept responsibility for persons who will be in your home, prior to, during, or immediately after services have been conducted. Please inform Hairy Poppins Pet Sitting at the time of the meet and greet if anyone will have access to your home while you are away. This includes cleaning services, maintenance personnel, friends or family. It is understood that the client will notify any relevant parties that Hairy Poppins Pet Sitting services have been engaged.

4.11- Hairy Poppins Pet Sitting will clean up after your pet to the best of their ability using the cleaning products and tools provided. Happy Poppins Pet Sitting will not accept responsibility for any stains to carpets/flooring or other property damage left by your pet/s after every effort has been made to clean these.

4.12- The client acknowledges that a pet can become stressed in their absence. Hairy Poppins Pet Sitting will not take responsibility for any property damage that may occur due to the way in which your pet/s react to this stress.

4.13 - If a pet has a history of biting or other aggressive behaviour, Hairy Poppins Pet Sitting reserves the right to refuse or cancel service. The client will be liable for any medical expenses and/or damages that are the result of an animal bite or injury due to pet's aggressive behaviour.

5. Termination of Pet Services Agreement

The Pet Services Agreement will be terminated in the event of:

Payments not being received on or before the date of the first visit.

The client refuses to agree to the terms and conditions.

Hairy Poppins Pet Sitting has failed to provide services listed in the Pet Services Agreement to a high standard.

Disclaimer:**Scheduling and visiting times:**

Hairy Poppins Pet Sitting will strive to accommodate the needs of a client, their pet/s and will provide timeslots in which visits will occur.

Hairy Poppins Pet Sitting will endeavour to assist clients with their preferred visit times, however due to unforeseen circumstances and/or volume of bookings these time frames may be altered at my discretion. I have your pet/s interests at heart and will always put their welfare first.

If after accepting your booking, Hairy Poppins Pet Sitting is unable to fulfill its obligation to you or your pet/s due to unforeseen reasons, I will contract another pet sitting service with your authorisation. Any additional fees will be covered by Hairy Poppins Pet Sitting.

Early Returns: Hairy Poppins Pet Sitting carefully schedules their time to accommodate your needs, as well as other clients, therefore, no refunds for early returns will be available.

Insurance: Hairy Poppins Pet Sitting is insured for Public Liability through the MGA Insurance Group. The policy covers client's pet/s to the value of \$10,000,000, if the courts/MGA Insurance group find Hairy Poppins Pet Sitting legally responsible for any restitution whilst their animal is in my care.

Indemnity- If a client's pet(s) accidentally dies, becomes ill, injured, or lost, the client waives and releases Hairy Poppins Pet Sitting from any claim arising from such an incident. If the client's pet(s) bites or injures the pet sitter or any other human or animal, the client will be responsible for any resulting injury and shall hold harmless and indemnify Hairy Poppins Pet Sitting from any claim or suit that may be brought as a result of such an incident. In addition, the client shall hold harmless and indemnify Hairy Poppins Pet Sitting against any and all costs, expenses, losses, liabilities and claims arising out of or relating to any acts of the client's pet(s) except for negligence or intentional misconduct on the part of Hairy Poppins Pet Sitting.

Cancellations

If the client cancels within 24 hours or gives less notice, a full day's rate will be charged to the client. Failure to pay before or on the date of the first pet sitting visit, will result in a booking being terminated. A 10% late fee will be applied to invoices that are 7 days overdue.

Dog Walking: A dog will be required to be controllable on a lead. Leads and harnesses will need to be provided by the client due to health and safety reasons. If a pet(s) has a history of biting or other aggressive behaviour, Hairy Poppins Pet Sitting reserves the right to refuse or cancel service. The client will be liable for any medical expenses and/or damages that are the result of an animal bite or injury due to pet's aggressive behaviour.

Confirmation of Booking

By confirming your booking through Hairy Poppins Pet Sitting, you have accepted the Terms and Conditions.