



Got Ya Dog - Service Agreement

Before Got Ya Dog is able to provide our services, you must first read and agree to the following terms and conditions.

1. Got Ya Dog agrees to provide dog walking, pet sitting, and other applicable pet care services in a reliable, caring and trustworthy manner. In consideration of the services and as an express condition thereof, the client expressly waives and releases Got Ya Dog from any and all claims against the business, it's owners, staff members and representatives, except those arising from negligence or wilful misconduct on the part of Got Ya Dog.
2. Client agrees to notify Got Ya dog of any concerns within 24 hours of completion of service.
3. Client agrees to pay all charges accrued for services rendered and understands that payment is due at or prior to the time of the commencement of services unless explicitly agreed upon supplementary payment terms.

Payment Options - We accept the following forms of payment; Cash, Credit Card or online bank deposit. Kyla Gold – BSB 944600 Account 001756438. Please use your first initial and Surname as Payee reference and forward a copy of the transaction to woof@gotyadog.com.au.

Please allow for time in advance so that payment is in the account prior to service being carried out.

4. Got Ya Dog shall exercise all precautions against sickness, injury, escape, loss, accidents or death of Client's pet(s).
Got Ya Dog is not responsible for sickness, injury, escape, loss, accidents or death of Client's pet(s) unless caused through negligence or wilful misconduct on the part of Got Ya Dog.
5. Client represents and warrants that pet(s) are currently registered with the council and is up to date with vaccinations, worming and flea treatments.
6. Got Ya Dog will follow the directions of the Veterinary Release Form in the case a pet should become injured or sick.
7. Client accepts responsibility for all medical expenses and other damages resulting from an injury to a Got Ya Dog staff member, other persons or other animal(s) caused by the Client's pet(s) or negligent act.
8. Client agrees to indemnify, hold harmless and defend Got Ya Dog in the event of a claim by any person injured or otherwise damaged by Client's pet(s) or negligent act.
9. Got Ya Dog reserves the right to charge a cancellation fee of 100% of the scheduled visits for services cancelled with less than 24 hours notice prior to the scheduled service. Cancellations with more than 24hrs notice but less than 48hrs will incur a \$15.00 administration fee. Bookings with more than 48hrs notice, either a credit will be applied to your account or refunded in full.
10. Got Ya Dog reserves the right to terminate this contract at any time if a staff member, in his/her sole discretion, determines that the Client's pet(s) poses a danger to the health or safety of itself, other pets, other people or herself. If concerns prohibit the staff member from caring for the pet, Got Ya Dog will attempt to contact the Client to arrange alternative care. If the client cannot be contacted, the Client authorizes Got Ya Dog to place the pet in a kennel with all charges and fees arising to be the responsibility of the Client.
11. Got Ya Dog reserves the right to refuse service to any client, at any time, for any reason.

12. This document gives Got Ya Dog and its staff members authorization to enter the Client's listed address as needed to perform agreed upon services.
13. Client expressly gives Got Ya dog authority to employ a locksmith on their behalf and to promptly reimburse Got Ya Dog for all costs incurred in the event of a malfunction of the lock, keys or automatic door opener.
14. Got Ya Dog is not liable for any loss or damage in the event of a burglary or other crime that should occur while under this contract.
15. Client agrees to properly secure the home prior to leaving the premises. Got Ya Dog will re-secure the home to the best of its ability at the end of each visit.
16. In The case of an emergency, inclement weather or a natural disaster, the Client authorizes Got Ya Dog to use reasonable judgement for the care and well being of the Client's pet(s) and residence. Got Ya Dog will make reasonable efforts to maintain service during these conditions but reserves the right to adjust the schedule of service based on the sole discretion of the staff member.
17. Got Ya Dog is not responsible for any damages beyond the control of the staff member.
18. Client is responsible for supplying the necessary equipment and supplies needed for the care of their pet(s) including, but not limited to, a sturdy, well-fit harness or collar - with identification tag(s) - for walks. Or in case of in home pet care - pet food, medications, cleaning supplies, pet litter. Client authorizes any purchases necessary for the satisfactory performance of duties. Costs of all purchases and related service fees will be reimbursed to Got Ya dog within 7 days.
19. Client authorizes this contract to be valid approval for services so as to permit Got Ya Dog to accept all future in person, telephone, SMS, online, or email reservations and provide services without additional signed contracts or written authorizations.
20. The Terms of this document apply to all pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed.

As the owner/occupier of the property, I give permission for staff of Got Ya Dog to access your property/dwelling as per the instructions you have listed above.

Behaviour - I as the owner declare the animal has no previous history of aggressive behaviour & has not been declared a dangerous dog before any Council or Regulatory body. If there is a history or the dog has been declared Dangerous the owner agrees to disclose all relevant information before Got Ya Dog takes care of your dog.

Please ensure this section is completed and returned before commencement of care.

Key Collected: Y / N Key to be kept by Got Ya Dog: Y / N

Key to be left (location)

Date:

Owners Name:

Owners Signature:

Key returned/collected by
