

Pet Daycare / Holidays / Pet Minding Policies and Release of Liability

This Agreement is entered into by and between **Paws Petcare & Wellbeing Ltd** (referred to as "Paws Petcare") and the pet owner (referred to as "Owner").

1. **Pet Ownership and Liability:**

I, the Owner, represent that I am the legal owner of the registered pet(s) and I assume all risks, dangers, and responsibilities for injuries to the named pet(s). The Owner understands and agrees that they are solely responsible for any harm or injury while their pet(s) is/are attending daycare, boarding, or being attended to by our Pet Minders.

2. **Photo and Video Release:**

We love to post pictures and videos of our furry guests! The Owner agrees to allow Paws Petcare to use their pet's name, image, and likeness in any form (photo, video, etc.) for marketing, advertising, social media, website content, magazine ads, or other promotional materials. This release is granted without compensation, and the Owner waives any rights to these images and materials.

3. **Pet's Health:**

The Owner affirms that their pet(s) are healthy and will have up-to-date vaccinations for distemper, parvovirus, and Bordetella (for dogs) while attending Paws Petcare. The Owner also confirms that their pet(s) does not have any condition that could jeopardize the health of other pets or people. The Owner agrees to not enrol any pet that has had any potentially communicable condition within 30 days prior to enrolment. While Bordetella vaccinations reduce the risk of Kennel Cough, there is still a chance that the pet may contract it. The Owner agrees not to hold Paws Petcare liable if their pet contracts Kennel Cough or other pet-to-pet transmitted illnesses.

4. **Flea/Tick Free:**

All pets must be flea and tick-free. If fleas or ticks are found, the Owner will be contacted to retrieve the pet, and the pet will not be allowed to return until treated.

5. **Group Play:**

Pets must pass a general behaviour assessment to participate in group play. Pets showing any signs of aggression will not be admitted to group play. The Owner acknowledges that by enrolling their pet(s) in group play, they are representing that their pet(s) are in good health, have not shown aggression, and have not exhibited threatening behaviour towards people or other pets. Pets demonstrating aggression or unacceptable behaviour may be required to leave.

6. **Release of Liability:**

The Owner understands that pet play can result in injuries despite careful monitoring. Paws Petcare staff will supervise play, but injuries may still occur. The Owner agrees to release Paws Petcare, its staff, and volunteers from liability for any illness, injury, death, or escape of their pet(s) during attendance, provided reasonable care and precautions are followed.

7. **Personal Property:**

The Owner is responsible for any damage caused by their pet(s) to other pets, staff, equipment, facilities, or property. Paws Petcare is not liable for lost or damaged personal property belonging to the Owner or their pet(s).

8. Food and Medication:

When boarding overnight, the Owner agrees to provide an adequate supply of food and medications for their pet(s). If additional food or medications are required, the Owner authorizes Paws Petcare to purchase replacements, and agrees to reimburse the actual cost of food/medications, plus a \$25.00 time/distance fee per occurrence.

9. Veterinarian Care:

Owner agrees for Paws Petcare & Wellbeing Ltd to obtain medical treatment for Owner's pet(s) if he/she appears ill, injured, or exhibits any other behaviour that would reasonably suggest emergency care from a veterinarian. Owner agrees to be fully responsible for the cost of any such medical treatment and for the cost of any transportation for the purposes of such treatment. Owner gives permission to Paws Petcare & Wellbeing Ltd to use Owner's vet or nearest 24-hour vet hospital for required treatment.

9. Weakened Immune Systems:

The Owner understands that pets with special needs, young pets, and senior pets are at a higher risk for injury, stress-related illnesses, weakened immune systems, or exacerbation of pre-existing conditions. By using our facility, the Owner waives any claims for injury or illness their pet may experience.

10. Elderly Pets:

In the event that an elderly pet passes while in our care, Paws Petcare will transport the pet to the Owner's veterinarian (within 10 km) and will hold the pet until the Owner can be reached. If the Owner's veterinarian is closed or outside our transport area, we will take the pet to the nearest 24-hour facility. A transport fee will apply.

11. Prepaid Packages:

Prepaid daycare packages are non-refundable and expire 12 months from the date of purchase. Discounted packages are only available when paid for in advance.

12. Payment Terms:

Payment is due prior to the service. Online payments may be made via invoice. If paying in person, credit card payments may incur an additional processing fee.

13. Cancellation/No-Show Policy:

Cancellations must be made at least 24 hours in advance of the reservation. If cancellation occurs less than 24 hours before the scheduled service, a one-day/night service fee will apply.

14. Late Pickup Fees:

If a pet is not picked up by closing time (6 p.m.), a late fee of \$1 per minute will be charged. If the pet is more than 30 minutes late, the pet will stay overnight at the current overnight rate.

15. Right of Refusal:

Paws Petcare reserves the right to refuse admittance to any pet or dismiss any pet that does not meet the health, temperament, or service standards. The decision is at the sole discretion of Paws Petcare.

16. Full Force and Effect:

The Owner agrees that all provisions in this agreement are in full force and effect for every

occasion their pet is in the care of Paws Petcare. This agreement remains in effect unless otherwise modified in writing by both parties.

By signing this agreement, the Owner certifies that they have read, understood, and agree to the terms and conditions outlined in this **Waiver and Release of Liability**.