

# **FURBIZ K9 ADVENTURE PARK TERMS AND CONDITIONS**

Please read this form in conjunction with the Doggy Daycare Info and the Doggy Daycare Client Registration Form

## **Desexing and Behaviours**

All dogs must be desexed. Dogs must have certificate of desexing upon adventure commencement. Furbiz does not tolerate any aggressive or unreasonable behaviours from owners and dogs. If this occurs, Furbiz reserve the right to immediately suspend/terminate current and future services. Cancellation fees will apply.

All dogs must be up to date with all vaccinations, as well as appropriate flea and tick treatments. Vaccination certificates must be provided with enrollment forms and updated by client as required.

## **Attendance, Payments and Cancellations**

Due to limited spaces, adventure placements are only offered on a permanent weekly basis. Dog/s must attend adventures a minimum of one day per fortnight. Any inconsistencies with attendance days may result in termination.

Paid trial days are required for every new enrollment. Trial days will occur on days where Furbiz will deem suitable for new dogs. All paperwork and payment must be completed prior to commencement of trial. Trial days are non-refundable.

Furbiz are unable to provide set/requested or specific adventure days as all attendees are allocated by temperament and locations. Furbiz K9 Adventure Park operate Monday-Friday (Excluding some public holidays). Adventure days cease temporarily the week before Christmas and will resume a week following New Year's.

Payments will be completed via credit/debit card or cash on collection only (If cash option is preferable, payment must be available the morning of collection for adventures. Debit card Payments will be debited from clients nominated account the Sunday that immediately follows. If payment is declined from nominated account, a dishonour and administration fee of \$10 will be further applied.

Furbiz suggest funds be readily available the day before to avoid any further fees. Receipt of payment will be emailed to client upon transaction completion. Any unpaid fees will be referred to debt collections agencies and client will be responsible for all fees related to collections should that occur.

There is a strict 48-hour cancellation policy. Client must notify Furbiz of any non-attendance. If less than 48 hours' notice is given, a full day fee will apply (Please note that if non-attendance is due to sickness or injury, a veterinary clearance may be required upon recommencement of adventures).

In the event client needs to cease adventure enrollment, 2 weeks notice is required. Failure to do so will incur 2 week adventure fees.

Confirmation of the coming weeks adventures will be sent to client via text or Facebook message the Sunday prior to adventures. Non response from client will result in Furbiz assuming acceptance of attendance for the week.

## **Emergencies, Liabilities and Indemnities**

In case of Emergencies, Furbiz will require safe and secure access to client's property at all times during adventure attendance. This will ensure that dog/s will be able to be returned home at any time should such emergency occur. Failure in being able to access property will result in Furbiz taking appropriate actions to ensure dog/s are kept secure during emergency period.

This includes but is not limited to accessing temporary care via third party and client will be responsible for any fees or charges should such actions be required. Client authorises Furbiz to use their best judgment to handle any emergency or situation that may arise whilst attendance of adventures.

In the case dog/s require any veterinary or emergency attention whilst under supervision of Furbiz and the Client (or listed emergency contact) is unavailable, Furbiz will transport dog/s to the nearest vet facility. The Client will be responsible for all costs should any such situations occur.

The Client recognises that they are the sole and lawful owner of dog/s and will be held liable and responsible for all behaviours, loss, injuries, or incidents involving their dog/s toward other dogs, persons or property that may occur whilst dog/s are under the care and supervision of Furbiz.

Adventures take place in a natural outdoor, open environment & equipment is used. The Client recognises the risks involved in participation of adventures.

To the fullest extent permitted by law, the Client releases Furbiz from any existing or future liability of any kind, arising from or relating in any way to dog/s participation in any service that is offered by Furbiz and client will fully indemnify Furbiz should any such claim be made.

Any lawful matter that includes but is not limited to solicitation or legal fees, client is responsible for all costs.

The Client agrees to notify Furbiz of any concerns within 24 hours of returning home from adventures.

Furbiz, nor its employees will not be held responsible under any circumstance for any injuries, illness, loss, damage, escape or death that may occur whilst dogs participation of services provided. Including but not limited to legal claims and medical expenses.

By reading and signing, client acknowledges and accepts the above terms and conditions and agrees that by utilising our services you are entering into a legally binding contract between yourself and Furbiz. Furbiz reserves the right to amend the above terms and conditions without notice.