



30 The Crest  
Frankston South Vic 3199  
m: 0417 164 898  
e: [packleader@baysidebuddies.com.au](mailto:packleader@baysidebuddies.com.au)  
w: [baysidebuddies.com.au](http://baysidebuddies.com.au)

## TERMS AND CONDITIONS

You, as owner of the particular dog, request Bayside Buddies to provide Services to You on these terms and conditions. By signing it, You certify that You have read these terms and conditions in their entirety and fully understand and accept them.

Bayside Buddies agrees to provide those Services to You, the Client, on these terms and conditions.

### GENERAL TERMS AND CONDITIONS

#### Rates

The Rates for Bayside Buddies' services, as varied from time to time, are set out at [www.baysidebuddies.com.au](http://www.baysidebuddies.com.au)

There is a \$25.00 surcharge per Service on public holidays.

#### Reservations/Cancellations/Early return

Cancellations advised to Bayside Buddies by You at any time up to noon the day prior to the day of Service will not incur a fee.

Cancellations advised to Bayside Buddies by You with less than 24 hours' notice, or later than noon on the day prior to the day of Service, will incur a cancellation fee at the rate of 50% the rate applicable to the Service.

Any 'no-shows' or dishonoured reservations where Bayside Buddies was not advised prior to a reserved Service will incur a fee for the full rate for the Service.

There are no cancellation penalties for Dog Home Visits if You return home early. However, if You don't advise Bayside Buddies of your early return and a Service call is made to your property, then the full fee for that Service will apply.

#### Payment

Payment for Services is to be by EFT or cash. Bayside Buddies' bank details are BSB 733-033 Account No 603228

For Casual Services payment must be made in full **prior** to the Service

For Regular Services, cash or EFT payment should be made at the first Service provided in each month.

#### Keys

If Bayside Buddies needs to access your property to provide the Services, You will need to provide keys. At all times your keys remain your property. If You do not want to use the key arrangements set out below, a special key pick up or return service by Bayside Buddies incurs a \$20 fee.

**Key Pick-up:** Keys will be supplied by You to Bayside Buddies at outset. If this is not convenient for You, then You may deliver the keys to Bayside Buddies HQ at 30 The Crest, Frankston South Vic 3199.

**Key Return:** Bayside Buddies holds all keys securely and they are identified only by a system number, not by an address. You may choose to take advantage of our key storage service where Bayside Buddies holds a key securely for your future requirements. Alternatively, if You prefer, Bayside Buddies can leave the keys in an agreed place in your home on our last visit.

#### Alarms

Upon entry to your property, Bayside Buddies will use its best endeavours to disarm any alarm in your property in accordance with your instructions. You will bear any costs associated with alarm activation, such as guard despatch.

#### Indemnity and limited liability

Bayside Buddies will use its best endeavours to care appropriately for your dog.



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Bayside Buddies is not liable for any loss, injury or death to your dog, either inside or outside your home, while in our care.

You agree to indemnify Bayside Buddies against any claim made against them or injury, loss, cost or expense suffered by them resulting from the actions or behaviour of your dog.

You agree to waive any claim You may have against Bayside Buddies for any loss or injury You may suffer including injury to your pet, caused or arising because of Bayside Buddies' Services.

### **Behaviour/ Aggressive animals**

You certify to Bayside Buddies that your dog has not harmed or shown aggression or threatening behaviour towards any persons or other dogs.

If, in the opinion of Bayside Buddies, a dog represents a danger to our staff or to other dogs during a Service, then that Service may be suspended. If that happens, Bayside Buddies will attempt to contact You as quickly as possible.

For Dog Walking, Bayside Buddies reserves the right to refuse to take a dog if they display aggressive behaviour at the time of collection or show signs of transmittable illness or are taking medication for a transmittable illness.

### **Vaccinations**

All dogs must have current vaccinations.

You must provide Bayside Buddies with a Vaccination Certificate (from your vet) prior to commencement of Service, or if Services are ongoing, annually.

### **General Health**

At time of booking all dogs must be free from transmittable illnesses.

If your Dog is ailing due to old age or convalescing from sickness, a package tailored to their need for greater care and feeding during Dog Daycare, Dog or Cat Home Visits or Dog Sleepovers, must be agreed between You and Bayside Buddies.

### **Emergency Veterinarian Services:**

You authorise Bayside Buddies to seek any emergency veterinarian assistance needed during a Service, at Your cost. Where possible Bayside Buddies will use Your preferred vet service provided to Bayside Buddies at the initial consultation, but reserves the right to use any veterinarian as chosen by Bayside Buddies if we consider it necessary given the nature of the emergency or if we are unable to reach Your preferred vet.

### **Medication**

If your Dog requires medication, You will fully inform Bayside Buddies and equip us with all that is necessary to cater to their needs prior to the Service. A charge of \$1.50 for each administered dosage applies.

### **Water, treats and toys**

Bayside Buddies will provide your Dog with fresh water, treats (if allowed) and toys at every Service.



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## TERMS AND CONDITIONS

### Services

Bayside Buddies provides the following Services, as further described on the website at [www.baysidebuddies.com.au](http://www.baysidebuddies.com.au) and at the rates set out in these terms and conditions:

- (1) Dog Daycare
- (2) Dog Home Visits
- (3) Dog Sleepovers
- (4) Dog Chauffeur Service
- (5) Dog Walking

### DOG WALKING TERMS AND CONDITIONS

- (1) All dogs must be older than 4 months of age, fully vaccinated and registered with the appropriate council. Bayside Buddies is not liable for any fines incurred for an unregistered dog in their care, as it is Your responsibility to register your dog.
- (2) Your dog must be in good health.
- (3) Your dog must wear a collar with an ID tag and their walking lead must be provided.
- (4) Your dog must be compatible with other dogs, and preferably familiar with common commands.
- (5) If you request an off leash walk, you must certify that your dog is trustworthy off the leash.
- (6) Dogs over the age of 6 months must be neutered or spayed. Group walking not available for non-neutered males over 6 months old or non-spayed females in season – these dogs must be walked one-on-one.

### HOME VISITS TERMS AND CONDITIONS:

You must give Bayside Buddies a clear, brief outline of the feeding habits of your dog at the time of booking the Service.

You must ensure that adequate food is available to cover the period of Service.

### SLEEPOVERS TERMS AND CONDITIONS

You must give Bayside Buddies a clear, brief outline of the feeding habits of your dog or cat at the time of booking the Service.

You must ensure that adequate food is available to cover the period of Service.

Check out time is 10am and check in time is 7.30am onwards. Any late check-out, or check-in outside these hours will incur charges of an extra day at the relevant rate.

### DAYCARE TERMS AND CONDITIONS

Bayside Buddies provides dog Daycare Services Hours between the hours of 7.30am – 6.00pm. For every 10 mins (or part thereof) that your dog is at Bayside Buddies HQ outside these hours, an additional \$10 fee will be incurred.

### CHAUFFEUR TERMS AND CONDITIONS

Prior to the Service, You must notify the veterinary surgery or groomer that Bayside Buddies will be attending the appointment on your behalf, and ensure that arrangements for payment have been made with either Bayside Buddies or the vet/groomer.



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## TERMS AND CONDITIONS

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Client/Owner Name (PRINT NAME)

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Signature

Date

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Bayside Buddies representative (PRINT NAME)

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Signature

Date