



TERMS & CONDITIONS

- **“Executive Pets”** will not be held responsible for any pet that is not provided with a properly fitting collar and appropriate identification
- Dogs our care will also be fitted with an **“Executive Pets”** identification tag with our emergency contact number
- **“Executive Pets”** shall not be held responsible for pets that bite, suffer an accidental death or escape from faulty fencing and gates, cages & aviaries or from inside/outside the home due to faulty screens, windows, doors etc.
- If an animal represents a danger to a carer during a scheduled call, the call may be suspended and we will endeavour to contact you as soon as possible
- **“Executive Pets”** shall not be held responsible for any complications pets may suffer or actions of pets while they are unattended
- **“Executive Pets”** or its employees shall not be held responsible for the loss, injury, death or actions of any pet that the client has let outside or has instructed **“Executive Pets”** to allow outside while **“Executive Pets”** is not there. This includes pets with doggie doors and outdoor pets.
- **“Executive Pets”** reserves the right to move an outdoor pet to shelter in the event of extreme temperatures or weather. **“Executive Pets”** will not be held responsible for damage or costs involved with this move
- All pets where appropriate must have up to date vaccinations, flea and worming treatment. Client agrees to reimburse **“Executive Pets”** for all costs including but not limited to medical care and lost wages associated with contracting any ailments while exposed to pet or pets.
- **“Executive Pets”** do not accept aggressive animals. Client agrees to be responsible for all costs including but not limited to medical care, legal fees, loss of wages etc if clients pet should bite or injure another animal, person or carer
- **“Executive Pets”** do not care for acutely ill animals or those diagnosed with an uncontrolled medical condition. We recommend that you board your pet with a vet
- In the unlikely event that your pet/s should pass while in our care, we will follow your instructions as listed on the **“Owner/Pet Profile Form”**
- **“Executive Pets”** offer a complimentary poop scoop and litter tray service under the conditions that these areas are maintained on a regular basis. We will not carry out this service if our carers arrive to a home or yard which has not been maintained for weeks or months and spend all of our care time poop scooping. If you do not scoop your yard on a regular basis, we can provide this service as an "add on" which will be charged at an additional cost
- Client authorises **“Executive Pets”** to obtain the services of a locksmith should a key/garage opener malfunction. Client is responsible for all charges incurred

- All reptile enclosures must be lockable. **“Executive Pets”** take no responsibility for pets that escape due to unsecure enclosures
- **“Executive Pets”** will not be held responsible for the way in which horses treat their rugs or other belongings while carrying out care as instructed
- The client agrees to authorise **“Executive Pets”** to best handle any emergencies that may arise. **“Executive Pets”** will make every effort to contact you the client in an emergency situation, however you authorise **“Executive Pets”** to act in the pets/homes best interest and be available at an hourly rate of \$50
- **“Executive Pets”** require you the client to organise a responsible party to take care of your pets/home in the event of unforeseen circumstances such as illness, inclement weather or natural disaster. It is recommended that your emergency contact be a neighbour so they can quickly and easily access your pets/home. **“Executive Pets”** are not responsible for your pets/home in these circumstances
- In the unlikely event that you are unable to return and assume care of your pet/s, **“Executive Pets”** will contact the person/s nominated on the “Emergency Pet Guardianship Form”
- All payments are required in advance or to be made available on the first visit for our services to commence
- In the event of any additional or unforeseen visits or other costs i.e. vet fees, travelling, food or other supplies, full payment of these goods or services is due within 7 days of your return
- A \$50 administration fee in addition to any other bank fees is charged on all return cheques
- Cancellations must be received no later than 48 hours prior to a scheduled visit or a cancellation fee of 50% will apply
- **“Executive Pets”** reserves the right to refuse or terminate any service if the job varies from the initial consultation or if the job poses any risks, safety concerns, financial concerns or inappropriate situations for your pets or our carers

SAFETY

- It is recommended that all pets have properly fitting collars with ID tags
- Pet first aid kits, mobile phones and emergency contact numbers are carried at all times
- Pets will be provided with fresh water at all times, including on walks and car transportation
- Dogs will be harnessed, tied in or crated at all times while travelling
- Vehicles are fully air-conditioned to provide comfort for your pets in extreme weather
- Pets will never be left unattended in our vehicles
- Dogs will be walked on leash at all times to ensure their safety and that of others
- Dogs will only be walked off leash with the permission of the owner. This will take place in authorised off leash areas and your pet must obey basic obedience commands
- We will not walk aggressive dogs or bitches on heat (due to safety reasons). Should your dog show any aggression towards the handler or other dogs the dog will be taken straight home and their walking schedule will be reassessed with you.
- It is recommended that you provide your own collar, leads and harnesses to ensure correct fit and comfort for your pet. We do keep spares in our vehicles for emergencies
- Dogs booked in for walking sessions should be registered with your local council and must be vaccinated. It is also recommended that they be microchipped
- We do not conduct dog walks in extreme conditions i.e. heat, thunderstorms or natural disaster. Only heavy rain, severe heat & extreme storm conditions are likely to cancel a walk. We will then contact you to re-schedule
- If an animal represents a danger to a carer during a scheduled call, the call may be suspended and we will endeavour to contact you as soon as possible
- Current vaccination certificates are checked and recorded at time of consultation

- **“Executive Pets”** do not conduct “every other day” visits. For the safety and welfare of your pets, our service is conducted daily.
- If an **“Executive Pets”** employee enters a home that has been left unclean (which could affect the health and welfare of any pets inside the home), all cleaning costs incurred by **“Executive Pets”** shall be reimbursed by the client within 7 days of their return. **“Executive Pets”** accept no responsibility for the health of pets that are left in unclean conditions.

SMALL ANIMALS & REPTILES

- Fish feeding service is for “dry flake” type food for basic goldfish or tropical fish in basic bowls or aquariums. More complicated fish and feeding will be quoted at time of consultation
- Bird feeding is for small domestic birds like budgies and canaries with basic seed requirements in small cages. More complicated birds and feeding will be quoted at time of consultation
- Reptile food must be provided or we can provide food at an additional cost
- Reptiles must be kept in lockable enclosures for safety reasons
- Venomous reptiles will not be cared for due to safety and licensing requirements
- Rabbits, guinea pigs, rats, mice and other small animal food to be provided or food can be provided at an additional cost
- No responsibility will be taken for pets that are not kept in secure enclosures, cages or yards

HORSES AND LARGE ANIMALS

- Owners must provide their own halters, leads, bridles, rugs & feed.
- We carry our own basic grooming kits
- Stallions will attract a surcharge of \$15 per visit
- Emergency contact numbers, mobile phones and basic first aid kits carried at all times
- Horses and other large animals must be kept in secure yards, paddocks or stables. No responsibility will be taken for animals that escape due to bad fencing or unsecured gates

SECURITY

Keys

- Keys can be picked up at the consultation or a \$28.00 pickup/drop off charge applies for key collection. If you prefer, you can arrange drop off & pick up free of charge.
- You may leave your keys on file with us or have them returned after your booking
- If you lose your keys or are accidentally locked out, you can call us for assistance (fees apply)

Privacy

- **“Executive Pets”** respects your privacy and are committed to protecting your personal information in accordance with the current Privacy Act 1988
- Your personal details including any security information are stored separately from your keys at all times and only **“Executive Pets”** have access to this information
- A complimentary premises security check is carried out at all visits to your home and you will be contacted immediately if there are any security concerns

Access

- **"Executive Pets"** will only gain access to your property through authorised entry points
- **"Executive Pets"** will not enter your property through any unexpected open gates, doors, garages, sheds or windows
- **"Executive Pets"** must be notified if any other persons will be provided access to your property within our scheduled times and dates. **"Executive Pets"** will not be held responsible for pets that escape due to other authorised persons accessing your home.
- If **"Executive Pets"** employees arrive to your property and recognise any security concerns or threat to them, your home or pets, they will immediately leave the property, drive to a safe location and contact the police. Once the threat has been attended to, your services will recommence. We will always notify you in these circumstances.

EMERGENCIES

- Our initial consultation includes the preparation of owner/pet profiles where all emergency contact names and numbers are recorded
- You agree to authorise **"Executive Pets"** to best handle any emergencies that may arise. **"Executive Pets"** will make every effort to contact the client in an emergency situation, however you authorise **"Executive Pets"** to act in the pets/home's best interest and be available at an hourly rate of \$50 excluding GST
- **"Executive Pets"** require you to organise a responsible party to take care of your pets/home in the event of unforeseen circumstances such as illness, inclement weather, natural disaster or death. It is recommended that your emergency contact be a neighbour so they can quickly and easily access your pets/home. **"Executive Pets"** are not responsible for your pets/home in these circumstances
- **"Executive Pets"** do have an **"Emergency Disaster Plan"** in place but cannot guarantee the access or rescue of your pets

TERMINATION OF OUR SERVICES

"Executive Pets" reserve the right to terminate our service immediately at the beginning or throughout the service under the following conditions:

- If an animal represents a danger to a carer during a scheduled "Home Pet Care", "Taxi" or "Dog Walking" service. Should your pet become aggressive our service will cease immediately and we will endeavour to contact you as soon as possible so you can make alternative arrangements
- If an **"Executive Pets"** employee enters a home that is left unclean and could affect the health and welfare of any pets inside the home or an **"Executive Pets"** employee
- If pets are deemed to be housed or kept in unsuitable or unclean conditions not suited to their type, species or breed and can affect the health & well being of the pets or an **"Executive Pets"** employee. All pets should be kept in appropriate housing where cleanliness can be easily maintained and where excessive cleaning is not required
- Where excessive cleaning is required to maintain a healthy environment for your pets which has not been allowed for in the time you, the owner has booked our services for
- If payment has not been made prior to our services commencing or not made available on the first visit unless prior arrangements have been made. We are always happy to discuss payment plans if you cannot pay prior to our services commencing

"Executive Pets" will endeavour to contact you immediately if we deem the job unfit or unsuitable so you can make alternative arrangements for your pets. **"Executive Pets"** require you to organise a responsible party to take care of your pets/home should our services be terminated.

OFFICE HOURS

- Our carers provide care from 6am till 8pm every day so the office is not always attended but please leave a message and we will endeavour to return your call between appointments
- Your pets' health and welfare are our main concern so please leave a message if we miss your call and we will get back to you between appointments.
- If you are calling after hours, please leave a detailed message and we will call you back during our business hours
- If you require emergency care, please leave a message and we will return your call a.s.a.p.

VISITING AND WALKING TIMES

- Our pet visiting and walking hours are conducted between 6am – 8pm. (AEDT) and 7am – 7pm (AEST)
- After hours, public holidays and long weekends incur a surcharge of \$15 per visit
- We cannot guarantee time specific calls – a 2 hour window of service is **targeted** i.e. 6am-8am, 8am-10pm, 10am-12pm, 12pm-2pm, 4pm-6pm and 6pm-8pm
- Visiting and walking times last for a minimum of time periods indicated in our price list

PAYMENT

- Payment can be made by cash, cheque, direct deposit or money order (Paypal coming soon)
- All payments are required in advance or to be made available on the first visit in order for our services to commence
- In the event of any additional or unforeseen visits or other costs i.e. vet fees, travelling, food or other supplies, full payment of these goods or services will be expected within 7 days of your return or an additional late fee of \$50 excluding GST will apply
- A \$50 administration fee in addition to any bank fees is charged on all returned cheques

CHEQUES/MONEY ORDERS & DIRECT DEPOSITS

- ***Cheques & Money orders to be made payable to:***
Raylene Cullen T/A Executive Pets
66 Sunset Drive
West Albury NSW 2640
- ***Direct deposits can be made to:***
Hume Building Society
Account Name: Executive Pets
Account number: 53705859 **or** 537058S9 (if you are a Hume client)
(Please use your invoice number as reference for payments)

BOOKINGS & ENQUIRIES

Phone: 0432 030431

E-mail: executivepets@optusnet.com.au

Website: www.executivepets.com.au to fill out an enquiry form

- Please leave a message if we do not answer your call. As your pets are our main priority, we do not answer mobile phones while servicing our clients' pets. We assure you that we will return your call in between appointments
- It is recommended bookings be made at least 1-2 weeks in advance or 4-6 weeks in peak periods i.e. Xmas/New Year, Easter and school holidays

CANCELLATIONS OR TERMINATIONS

- Cancellations must be received no later than 48 hours prior to a scheduled visit, pet taxi or walking session or a cancellation fee of 50% will apply
- **“Executive Pets”** reserves the right to refuse or terminate any service if the job varies from the initial consultation or if the job poses any risks, safety concerns, financial concerns or inappropriate situations for our carers or your pets and no refund applies

PLEASE ENSURE YOUR CHECK OUR WEBSITE REGULARLY FOR ANY UPDATED TERMS & CONDITIONS

www.executivepets.com.au

“The best pet care when you’re not there”