



## TERMS & CONDITIONS

Please read our terms & conditions carefully. By signing your dog up for our service, you (the client) agree that you have read and understood the terms and conditions outlined below.

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We (Adventure Pups Sydney) understand that every dog's personality, playstyle and energy levels are different. Some dogs may want to run and play all day, while others may prefer a snooze in the sun or cuddles from our carers.

It is our mission to create a fun, safe space for all our pack members, no matter how old, big (or small) or energetic they are. We want to give your dog/s the freedom to partake in the activities they enjoy most, build confidence, and make friends, as long as their behaviour doesn't pose any risk to the rest of the pack.

### Who can join the pack?

We accept dogs of **all breeds, sizes & ages** (16+ weeks) provided they are social and do not display any aggressive behaviour towards other dogs or our carers.

**Aggressive or antisocial behaviour towards our dogs or staff will not be tolerated.**

We therefore require all new dogs to attend a **trial day** to ensure they are a good fit for our pack.

If the trial day goes well, your dog is welcome to join our adventures. However, we reserve the right to refuse future bookings at any time should your dog's behaviour change, or circumstances arise that may pose a risk to other dogs or staff.

You (the client) **agree to disclose any known behavioural or aggression issues** your dog has had with animals, toys, food or humans. You remain solely responsible for any harm or injury caused by your dog while in our care.

### Puppies & Vaccination Requirements:

All dogs must be at least 16 weeks old and fully vaccinated before joining us. We take special care of puppies and provide designated rest times throughout the day — along with plenty of love and cuddles.

If you would like us to feed your dog during the day, we are happy to do so, provided that you supply the food.

### Desexed & Entire Dogs:

We accept both desexed and entire (non-desexed) dogs into our pack, provided they are social, non-aggressive, and behave appropriately around other dogs.

Each dog will be assessed on a case-by-case basis, with a focus on temperament and social behaviour. We reserve the right to refuse or withdraw services at any time if a dog (entire or desexed) displays behaviour that is disruptive or poses a risk to the safety or wellbeing of the pack.

**Please note: Female dogs in heat (oestrus) are not permitted to attend daycare or participate in group activities.** If your dog comes into heat, she must stay home until her cycle has ended. Please inform us immediately if this occurs.

**Adventure Pups Sydney does not accept responsibility for any accidental pregnancies** that may occur as a result of a female dog attending while in heat or shortly after, as hormone levels may still attract male dogs. It is the owner's responsibility to ensure their dog is not in heat before attending.

**Ticks:**

Sydney's North Shore & Northern Beaches are a known **hotspot for the paralysis tick** (*Ixodes holocyclus*), which can cause **serious illness or death** if left untreated. While we take all reasonable precautions — including maintaining short grass and avoiding tick-prone areas on walks— we cannot guarantee your dog will not be bitten.

**You are responsible for ensuring your dog's flea and tick prevention is always up to date.**

**Accidents, illness & Emergencies:**

We prioritise your dog's safety and wellbeing, but dogs in group environments play and interact off-leash which may result in injury or illness.

By enrolling in our services, you acknowledge that **Adventure Pups Sydney and its employees will not be held liable for any injury, illness, loss, or death**, unless caused by gross negligence or willful misconduct.

In the event of an emergency, we will make every effort to contact you or your nominated emergency contact. If unreachable, you authorise us to **seek veterinary assistance at your expense**. This includes any treatment needed due to injury your dog may have caused to another dog.

We reserve the right to administer first aid or transport your dog to a veterinarian if necessary. **All associated expenses are the responsibility of the client.**

**Adventure Pups Sydney or its employees is not liable for tick bites, canine influenza, injury, death, or loss or damages of any kind while your dog is in our care.**

**Invoices:**

Services are invoiced weekly and are subject to a **7-day payment cycle**. Clients agree to pay all invoices within seven (7) days of issue.

Overdue payments and unpaid balances may be subject to a fixed administrative fee of \$15 per reminder notice. This fee reflects reasonable administrative costs associated with follow-up.

**Name Tags:**

In accordance with local council regulations, **all dogs must wear a name tag with the owner's contact number**. Please ensure your dog wears a tag or personalised collar/harness and that their microchip details are up to date.

**By signing your dog up for our services, you (the client) confirm that you have read, understood, and agreed to these Terms & Conditions.**

These Terms and Conditions shall be governed by and construed in accordance with the laws of New South Wales, Australia.