

Terms and Conditions: (Please read the terms and conditions below)

Paws in Paradise Whitsundays – Boutique Pet Care Services These Terms & Conditions apply to all Day Care, Overnight Comfort stays, and Wedding Pet Chaperone services provided by *Paws in Paradise Whitsundays*.

Payment Terms

1.1 Wedding and Event Bookings: A 50% deposit is required to confirm all wedding bookings, with the remaining balance due 14 days prior to the wedding service or event date [before service starts for overnight stays]. The deposit for wedding and event bookings is non-refundable upon booking.

1.2 Day Care & Overnight Comfort Stays: All payments to be made in full, once booking has been confirmed, an invoice will be issued and is to be paid of the full amount. If payment is not received, the booking will be cancelled. Payments are accepted via bank transfer, cash or other agreed methods. Any additional time, services, or agreed variations will be invoiced separately and are due upon receipt.

2.1 Cancellation Policy 2.1 Wedding & Event Bookings (Including Wedding Pet Chaperone) The 50% deposit is non-refundable upon booking. If cancellation occurs within 14 days of the event, 100% of the total booking fee is payable. Changes to the event date are subject to availability. If the new date is unavailable, the booking will be treated as a cancellation. Wedding bookings reserve a full event date and may require pre-event planning, so stricter cancellation terms apply.

2.2 Day Care & Overnight Comfort Stays Cancellations with Less Than 24 Hours' Notice: For both Day Care and Overnight Comfort Stays, cancellations made with less than 24 hours' notice will incur a charge of 50% of the total service fee. No-Show Policy: If the pet is not dropped off for Day Care or Overnight Comfort stays, or services are not provided on the agreed date, the full 100% of the booking fee will be charged. Additional Charges: If the service extends beyond the scheduled pick-up or drop-off time, additional charges may apply based on the extra time required. Peak Periods: For peak seasons (Christmas, Easter, long weekends, and school holidays), deposits are non-refundable at the time of booking.

2.3 Peak Periods For peak seasons, including Christmas, Easter, long weekends, and school holidays: Deposits are non-refundable at the time of booking.

3. At *Paws in Paradise Whitsundays*, we specialise in providing boutique pet care for small to medium-sized dogs. For the safety and comfort of all pets in our care, we accept dogs that weigh between 5kg to 25kg. This size range ensures that all pets can interact safely and comfortably in our home and care environment. Unfortunately, we are unable to accommodate dogs outside this size range at this time. If you are unsure whether your dog fits within this size range, please feel free to contact us for clarification before booking.

4. Client Responsibilities -The client confirms that their pet(s): Are in good health and free from contagious illness. Are up to date with vaccinations and treatments. Have disclosed any behavioural concerns (including aggression or anxiety). Have provided emergency contact details and veterinary information. The client agrees to provide sufficient food, medication (if required), and clear care instructions. All dogs must be fully vaccinated to the C5 standard (including the full three-dose puppy series or up-to-date annual boosters) to enter our care. Valid proof of vaccination via a current vet certificate must be provided prior to the first booking. For the safety of all animals, dogs will not be accepted until a mandatory 14-day waiting period has passed following their final vaccination dose. Failure to provide up-to-date vaccination records will result in the immediate cancellation or rescheduling of the booking, subject to our standard cancellation policy.

5. Veterinary Care & Emergencies - If a pet becomes ill or injured during the service period, *Paws in Paradise Whitsundays* reserves the right to seek veterinary treatment as requested if necessary. The client is responsible for all veterinary costs incurred. Every effort will be made to contact the

client or emergency contact before treatment, where possible. However, if emergency contacts cannot be reached, it is our first priority to seek treatment is provided at the owners expense

6. Liability *Paws in Paradise Whitsundays* will take every reasonable precaution to ensure the safety and well-being of pets in our care. However, we are not liable for: Illness, injury, loss, or death unless it is a direct result of negligence. Pre-existing medical conditions. Damage caused by a pet to property. Events beyond our control, including extreme weather, third-party actions, or venue incidents. By confirming a booking, the client acknowledges and accepts these risks.

7. Social Media & Photo Consent: By engaging our services, you consent to the use of photos and videos taken during the service for promotional purposes, including on social media and our website. If you prefer that no images or videos of your pet are shared, please inform us in writing prior to the service.

8. Force Majeure *Paws in Paradise Whitsundays* shall not be held liable for any failure to deliver services due to circumstances beyond our control, including but not limited to natural disasters, strikes, or government restrictions. In such cases, we will offer rescheduling or a full refund at our discretion, depending on the situation. 9. Agreement to Terms and Conditions By paying the deposit or engaging in our services, the client confirms that they have read, understood, and agreed to these Terms & Conditions

Thank you and we look forward to meeting your fur baby.