

The Kind Way

— PET CARE —

POLICIES & PROCEDURES

The Kind Way Pet Care

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BOOKING AND SCHEDULING

Availability: Visits are scheduled by appointment and are typically available during the day and early evening. Early mornings, late nights and weekends are offered at our discretion. Availability may vary depending on existing bookings and service location.

Advance Booking: We recommend scheduling your pet-sitting services as early as possible.

Meet-and-Greet: Before the first service, we require a complimentary meet-and-greet to familiarise ourselves with your pet, discuss their routine, and ensure comfort for both the pet, owner and the sitter.

PAYMENT

Regular bookings: For regular clients, a pre-authorized credit or debit card is securely stored and session fees are charged following each visit.

Extended holiday bookings: For extended or holiday bookings, a credit or debit card must be provided and pre-authorized to confirm the reservation. The full booking amount will be automatically charged to the card 24 hours prior to the first scheduled visit.

One-off bookings: Payments for one-off bookings are required at least 24 hours in advance. An invoice will be sent to your email with a "Pay Now" option.

CANCELLATIONS

Standard Cancellations: If you need to cancel or modify your booking, please provide us at least **24 hours in advance** to avoid any cancellation fees. Cancellations made less than 24 hours before the scheduled visit incur a 50% cancellation charge.

Holiday Cancellations: For cancellations during the peak school holiday periods please provide us with at least **seven (7) days notice**. Any cancellations less than seven (7) days incur a 50% cancellation charge. Reductions in confirmed holiday bookings may also be subject to the same cancellation terms.

Extended Booking Cancellations: For bookings of five (5) days or more in a row please provide us with at least **seven (7) days notice**. Any cancellations less than seven (7) days incur a 50% cancellation charge. Reductions in confirmed extended bookings may also be subject to the same cancellation terms.

KEYS AND HOME ACCESS

Keys: A lockbox or onsite access is the preferred method of key exchange to minimise the risk of taking keys offsite. If a lockbox is not available, two sets of keys are preferred where possible, to ensure uninterrupted access in the event of loss or unexpected issues.

All offsite keys are kept in a secure location when not in use.

Security Codes: If your home has an alarm system, please provide the access codes and instructions during the meet-and-greet.

We will lock all doors and secure your home upon leaving. Please ensure any entry points (e.g., gates) are in good working order to avoid safety concerns.

COMMUNICATION

The Kind Way Pet Care utilises a web based client portal hosted by Petboost where you can access your information, scheduled bookings, payments and other details relating to your dog. Day to day communications including booking requests and changes, and visit updates are typically through Whatsapp, or your preferred messaging platform.

Emergency Contacts: Emergency contact details will be requested prior to the first visit in case we are unable to reach you during an emergency or if immediate decisions need to be made regarding your pet's care.

LIABILITY AND INSURANCE

Pet Safety: We take all precautions to ensure your pet's safety during visits. However, to the extent permitted by law, we are not liable for any health or behavioural issues that arise from situations outside our control (e.g., sudden illness, injuries, or accidents).

Damages: While we make every effort to care for your home and belongings, we are not responsible for damage caused by pets during their time alone. Please ensure your home is pet-proofed, especially during longer periods between visits.

Pet Aggression: If your pet displays aggressive or dangerous behaviour, we reserve the right to discontinue services for the safety of our sitters.

Insurance: The Kind Way Pet Care holds current public liability insurance appropriate for in-home pet care services.

HEALTH AND SAFETY

Vaccinations: For the safety of all dogs in our care, we strongly recommend that pets are kept up to date with core vaccinations.

Medications: We are happy to administer medications as directed. Please provide detailed instructions and any necessary supplies during the meet-and-greet.

Health Conditions: If your pet has any health issues or special needs, please inform us during the meet-and-greet or as soon as possible so we can provide appropriate care. Clients are asked to advise us of any known contagious illnesses or health conditions prior to visits. We reserve the right to pause or decline services if a dog shows signs of a contagious condition that could pose a risk to other households.

Emergency Vet Care: In the event of a medical emergency, we will make every effort to contact you. If urgent action is required, we will take your pet to the vet listed in your profile or to the nearest emergency vet.

LEASH AND COLLAR

For dog walking, all dogs must wear a secure collar or harness with up-to-date ID tags. Off leash walks are permitted for dogs with good social behaviour and recall, otherwise walks will be conducted on leash.

FOOD AND TREATS

If your care includes feeding, please ensure the food is available and instructions are provided. If there are any changes to the diet, please advise as soon as possible.

We may provide dogs with a treat from time to time. These are typical store-bought generic dog treats. If your dog has any allergies or you would prefer to provide your own treats, please let this be known.

MEAL PREPARATION

For meal preparation services, all instructions including portion sizes must be clearly supplied. All ingredients and containers are to be purchased and supplied by the owner prior to the session.

PET TRANSPORTATION

For general veterinary check ups, or other services such as grooming, we may be able to transport your pet to and from the appointment during the booked session. If there is a risk that the transport and visit will take more than the standard 1 hour, please ensure you book the appropriate length of time.

INCLEMENT WEATHER

Weather Policy: In the event of extreme weather (e.g., flooding or severe storms), we will make every effort to reach your home. If road or safety conditions prevent us from reaching your home, we will notify you immediately. We recommend having local emergency contact who can check on your pet in this instance.

In the case of extreme heat or heavy rain/wind, walks and outdoor playtime may be replaced with indoor activities.

UNEXPECTED ABSENCES

In the rare event that we are unable to attend a scheduled visit due to illness, accident, or unforeseen circumstances, we will notify you as soon as possible and assist in arranging alternative care where feasible. No charge will apply for services not delivered.