

TERMS OF TRADE

Effective from: 30/01/2026

These Terms apply to all services provided by Grounded Canines. By booking or using our services, you agree to be bound by these terms.

1. Services

Grounded Canines provides professional dog services, including pack walking, dog training and a private puppy programme. Services are delivered using humane, ethical, welfare-focused practices. Methods and equipment are selected based on the individual dog. No specific outcomes are guaranteed.

Outdoor services may be rescheduled due to extreme weather or unforeseen circumstances (e.g., illness or emergency). We will notify you as soon as possible and reschedule at a mutually convenient time.

Dogs may be rescheduled to an alternative day if their usual day is unsuitable or if operational changes require cancellation or adjustment of a scheduled session.

2. Bookings & Cancellations

A minimum of 24 hours' notice is required for cancellations. Late cancellations or no-shows may incur a fee of up to 100% of the service cost. Repeated cancellations or no-shows may result in refusal of future services.

3. Fees & Payment

Payment is required in accordance with invoicing terms. The Foundation Private Puppy Programme is payable upfront.

Services may be suspended for non-payment.

4. Acknowledgement of Risk & Liability

You acknowledge dogs can behave unpredictably and that participation carries inherent risks, including injury, bites, property damage, or escape.

Participation is voluntary and at your own risk. While every care is taken, Grounded Canines is not liable for any injury, illness, loss, or damage to your pet, property, or person arising from the use of our services unless due to our proven negligence.

You accept responsibility for any harm caused by your dog while in our care or during training sessions.

5. Dog Behaviour, Health & Legal Status

You confirm your dog is legally registered, up-to-date with vaccinations and fit to participate. You must disclose all behavioural issues, health conditions, and safety concerns prior to commencement and notify us of any changes.

You confirm your dog is not classified as menacing or dangerous by any local authority. We reserve the right to refuse or cease services if your dog presents a safety risk to staff, other animals, or the public.

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7. Property Access Authorisation

You authorise Grounded Canines to enter your property to collect and return your dog(s). You confirm the property is safe and accessible. We are not responsible for damage except in cases of proven gross negligence. If your dog is inaccessible, they will miss out on their booking, and you will be billed for your dog's booking regardless of their non-attendance.

8. Bite Incidents & Safety Management

Any dog that bites, attempts to bite, or presents a safety risk may be immediately removed and suspended or permanently excluded at our discretion. Relevant information may be disclosed where required for safety or legal compliance.

9. Veterinary Treatment Authorisation

If you or your emergency contact cannot be reached, we may transport your dog to a veterinary clinic and consent to emergency treatment to stabilise or prevent suffering. You are responsible for all veterinary costs. We are not authorised to consent to euthanasia. We are not liable for veterinary outcomes except in cases of gross negligence or wilful misconduct.

10. Media & Privacy

We may use photos or videos of your dog for records and marketing unless advised otherwise. All photos and videos are considered property of Grounded Canines. All personal information is handled in accordance with the Privacy Act 2020.

11. Termination

We may terminate services immediately for safety, welfare, or contractual breaches, or at any time where we determine continuation is not in the best interests of the dog, people, or the business.

You must provide **30 days' notice** to terminate services. Failure to do so may result in charges equivalent to normal services for that 30-day period.

12. Changes to Terms

Grounded Canines reserves the right to update these terms. Changes will be notified.

You agree to waive any claims or actions against Grounded Canines regarding the care, control, health, or safety of your dog while in our care, and to indemnify and hold Grounded Canines harmless from all liabilities, claims, losses, damages, or legal expenses.

Enlisting the services of Grounded Canines will be considered as acceptance of our terms and conditions

Dog Owner / Client Name: _____

Dog Name: _____

Breed(s): _____

DOB: _____

Known Medical Conditions / Allergies: _____

Current Medications: _____

Preferred Veterinary Clinic: _____

Clinic Phone Number: _____

Emergency Contact Name: _____

Emergency Contact Phone: _____

I authorise Grounded Canines to obtain veterinary care for my dog(s) listed above in the event of injury, illness, or emergency while in the care of Grounded Canines.

I authorise the service provider to:

- Consent to examination, diagnostic testing, and emergency treatment as deemed necessary by a licensed veterinarian.
- Approve treatment required to stabilise my dog(s) or prevent unnecessary suffering

I understand that Grounded Canines is not a veterinary service and is acting in good faith to protect the dog's welfare.

I am responsible for all veterinary fees, including consultation, medication, emergency or after-hours charges, and transport. I agree to pay all veterinary costs directly to the clinic. Grounded Canines will not be responsible for payment. If Grounded Canines is forced to pay veterinary costs to receive treatment, I agree to reimburse Grounded Canines within 7 days.

I release Grounded Canines from liability for decisions made in good faith regarding veterinary treatment, except in cases of gross negligence or wilful misconduct.

No Euthanasia Authorisation: Grounded Canines cannot consent to euthanasia. Decisions regarding euthanasia must be made directly by me or my emergency contact with the veterinarian.

Dog Owner

Date: _____