

## Terms & Conditions January 2025

- My dog will have a meet and greet appointment prior to their first day on the farm.
- My dog will have an initial trial period to help my dog settle into the group and to assess my dog/s suitability for the Farm Tails environment.
- I understand that Farm Tails is bound to the Dog Control Act & the Animal Welfare Act, and any such actions, situations, incidents, or events occurring with my dog may require Farm Tails attention to these Acts or anything associated and forthcoming.
- Farm Tails has the right to refuse a dog at any time with no warning for any of Farm Tails services.
- I understand that Farm Tails does not allow me to pick up and drop off my dog/s (unless in the case of a medical emergency)
- I understand that it is my responsibility to ensure my dog/s are at the collection points within the time frames agreed on. Failure to do so may result in the Van leaving without your dog and no refund will be given.
- I understand that it is my responsibility to ensure I am at the pick-up points to collect my dog/s within the time frames agreed on. Failure to do so could incur an additional "wait" fee.
- Farm Tails will do everything possible to be on time at both the pickup and drop off points, but I understand that there may be instances when heavy traffic could stop this from happening.
- I understand that Farm Tails operates in a domestic dog 'pack' environment and therefore accept all the benefits and risks associated with this and agree that Farm Tails is not responsible for any injury or illness, or the loss or damage of any belongings, during my dog's attendance at Farm Tails.
- I understand that I am liable for any damages, veterinary or medical care expenses for my dog that result from injuries caused by, or to, my dog. This may be a result of general dog socialisation/play or as a result of an altercation.
- I agree to inform Farm Tails of any of my dog's behaviours initially and as they develop that may impact Farm Tails decision on whether they should be granted entry at all. This includes but is not limited to behaviours such as escaping, bolting, aggressive behaviours towards people, dogs or other animals or a menacing classification being placed on my dog. Not disclosing these changes may result in Farm Tails refusing entry for my dog.
- I understand that Farm Tails exercises dogs on a farm in a rural area which consists of a 1.9meter high Deer Fencing boundary fence. While Farm Tails will do everything possible to stop dogs from escaping, I accept all risks associated with this.
- I understand that Farm Tails operating hours are 7:30am (pick up) to – 5:30 pm (drop off), and accept all costs associated with anything undue outside of these timings.
- Seeking & having services given by Farm Tails in written form or verbal, is considered to be both legally binding as 'service provided', at no time does a written or verbal agreement deter from Farm Tails terms and conditions as written here (official website).
- A dog placed into Farm Tails daycare is considered 'service provided' through written or verbal agreement.
- I understand Farm Tails reserves the right to amend terms and conditions as it sees fit at any time.

- I agree to not hold Farm Tails, its employees, and representatives, liable for any injury/loss/death/sickness of my dog.
- I understand & agree that under no circumstances will Farm Tails be liable for subsequent damage.
- I understand that Farm Tails reserves the right to seek full vet disclosure/history for any such issues arising where I question care given under any circumstances. I understand that full vet disclosure/all history from my dog's respective vet clinic is part of due process in any situation where warranted.
- I give permission for Farm Tails to seek veterinary attention for my dog if any medical issues develop while my dog is in its care, and I agree to pay all costs associated with treatment. Farm Tails reserves the right to seek vet attention for my dog as it sees fit on my behalf as my dog's primary caregiver while in Farm Tails care, in the best interest of my dog's welfare, comfort & wellbeing.
- Farm Tails reserves the right to contact my immediate emergency contact if my dog displays extreme barking, or aggression, Farm Tails does not accommodate extreme barking and at any time I agree that Farm Tails may contact me or my emergency contact to pick up my dog.
- Opening hours are from 7:30 am to 5:30 pm, Monday - Friday.
- All fees must be paid prior to the time of pickup of my dog. No accounts unless by prior approval.
- Payments not made will forfeit my dogs place with Farm Tails

Farm Tails may update its Terms and Conditions as needed and required. Terms & conditions can be found on the website as the primary & paramount version only, superseding all paper or other digital versions.

## Privacy Policy

We collect personal information from you, including information about your pet:

- name
- contact information.
- billing or purchase information
- Your Dog/s registration number (annually)
- Your Dog/s Microchip number
- Your Dog/s vaccination record (annually)

We collect your personal information to:

- ensure we can provide you the best experience possible and make contact with you where and when needed.

We keep your information safe by using password protected software to store the information and your information is only visible to the Management of Farm Tails

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at [farmtailsinfo@gmail.com](mailto:farmtailsinfo@gmail.com)

### **Refund Policy**

At Farm Tails we strive to create the best experience possible for both you and your dog. If you feel we haven't lived up to your expectations and would like a refund, please email [farmtailsinfo@gmail.com](mailto:farmtailsinfo@gmail.com) with details and we will contact you to discuss, review and consider.

### Legal Entity Information

Legal name: Adventure Tails Limited (Trading as Farm Tails)

Company #: 8466413