



Pets and Wildlife Services AU Pty Ltd

www.pawsau.com.au

admin@pawsau.com.au

0411 095 165

Policies, Terms & Conditions

Cancellation Policy

Service Cancellation: Please notify Pets and Wildlife Services AU Pty Ltd of any cancellations or changes to service requirements, a minimum of 24 hours ahead of the scheduled and allocated appointment time. Failure to do so will incur a cancellation fee of 50% of the scheduled service fee.

Cease of Service

In the event that Pets and Wildlife Services AU Pty Ltd cease the service of scheduled treatment due to patient stress, behaviour, aggression or risk of injury to self or others, a cancellation fee of 50% of the scheduled service fee will incur. Pets and Wildlife Services AU Pty Ltd will discuss options with you regarding the scheduled service that will be in the best interest for your pet.

Rates, Fees, and Charges

You will be advised of the rate, fee, and charges prior to commencement of your scheduled service. Additional charges may apply for out of hours, emergency assistance, weekend rates and public holiday rates.

Bank Fees

On finalising payment by Debit or Credit, bank fees will apply and will vary depending on the type of bank card used and the bank the card is associated with.

Privacy Policy

Storage of Information

Pets and Wildlife Services AU Pty Ltd aim to strictly secure your personal information and records at all times. No information will be shared with any other party, other than Medical Professionals (see below) unless prior consent is given by the client.

Medical Record Transfer

The client authorises Pets and Wildlife Services AU Pty Ltd to share client and patient record information with professional services where required such as Veterinarians, Specialists or any other healthcare official that the patient is referred to or from.

Restraint Policy

Restraint

Pets and Wildlife Services AU Pty Ltd may use restraint with you pet. Forms of restraint used may be physical hold, towel restraint and muzzles.

Cease Service

Pets and Wildlife Services AU Pty Ltd reserves the right to cease treatment, care or services to your pet at any time if the patient appears stressed, aggressive or there is a risk of injury to itself or others. As per cancellation policy, if this occurs, 50% of the scheduled service fee will be incurred.



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Payment/Rate Policy

Deposit

A deposit of 50% is required at the time of booking the service/s required.

Full Payment

Full and final payment is required at immediate completion of the scheduled service.

Prices

Pets and Wildlife Services AU Pty Ltd reserves the right to increase service prices as is deemed necessary.

Travel Rates

Pets and Wildlife Services AU Pty Ltd reserves the right to charge the client a travel fee which will be added to the service fee.

Pets and Wildlife Services Pty Ltd Company Policies

Services performed are performed by qualified and certified Veterinary Nurses. There may be occasion where a non-qualified or certified person is used to perform a service such as in home pet sitting, feeding, walking etc. but such employees are directed by the Director of the business and are required to complete notes and record reporting. All employees of Pets and Wildlife Services AU Pty Ltd are covered under the company, its policies and procedures and insurances. No treatment and care will be performed from non-qualified and certified employees unless prior discussed with the client, where notes will be recorded.

Pets and Wildlife Services AU Pty Ltd and its employees, other than qualified and certified Veterinarians have the ability or approval to diagnose your pet or prescribe any medications that are legally required to be prescribed by a Veterinarian. They are however, able to administer prescribed medications from your regular Veterinarian in your pets home. All medications and instructions are to be clearly labelled by the prescribing Veterinarian and a referral form completed and sent to admin@pawsau.com.au prior to Pets and Wildlife Services AU Pty Ltd administering any medications. In the case where medications, instructions and referral form are not available, Pet and Wildlife Services AU Pty Ltd reserve the right to refuse service but will make every attempt to contact the prescribing Veterinarian to discuss and obtain advice and instruction.

Pets and Wildlife Services AU Pty Ltd take no responsibility for any decision made between the client and the regular treating Veterinarian on the patient's health. If Pets and Wildlife Services AU Pty Ltd have any recommendations, these will be communicated to the client and Veterinarian.

The client agrees to notify Pets and Wildlife Services Pty Ltd of any illness or injury to the patient prior to commencement of the scheduled service.



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In the event that Pets and Wildlife Services AU Pty Ltd suspect a threat of infectious disease, Pets and Wildlife Services AU Pty Ltd reserve the right to cancel the scheduled service.

All services, unless otherwise agreed in writing, will be supervised by the client/owner/guardian of the patient.

Pets and Wildlife Services AU Pty Ltd use stress free techniques and strive to perform all services in a professional, safe and compassionate matter in order to prevent stress, accident or injury to the patient. However, sometimes accident or injury can still occur to both patient and employees of Pets and Wildlife Services AU Pty Ltd and the client agrees that Pets and Wildlife Services AU Pty Ltd will not be held liable for any treatment required to the pet following such occurrence.

The client is responsible for all medical expenses and/or damages that are a result of an injury to an employee or contractor of Pets and Wildlife Services AU Pty Ltd by the client's pet. The client agrees to hold harmless indemnify and defend Pets and Wildlife Services AU Pty Ltd if a claim is made by any person injured due to the client's pet.

Pets and Wildlife Services AU Pty Ltd is not responsible for any damage caused to the client's property as a result of the client's pet.

The client agrees not to assert any claims against Pets and Wildlife Services AU Pty Ltd with connection of treatment other than those that involve gross negligence or wilful misconduct on the part of Pets and Wildlife Services AU Pty Ltd. The client agrees to contact Pets and Wildlife Services AU Pty Ltd directly to speak to the Owner and Director within 24 hours of the occurrence via emailing admin@pawsau.com.au

This agreement is valid for all services present and future without the need for an additional contract to be signed by the client for each service performed or additional services added to the scope of Pets and Wildlife Services AU Pty Ltd. The client agrees that the signed Agreement to Treat will be valid for all future services for all pets/patients at the client's address.

If required, please obtain client consent and email patient history to admin@pawsau.com.au