



Pet Sitting
Outdoor Adventures
Rover All Over

Rover All Over
PO Box 3407
Norman Park Qld 4170
Ph 0437 713 221
info@roverallover.com.au
ABN 15 619 889 280

Rover All Over – Service Agreement Terms and Conditions

Rover All Over agrees to provide Services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against Rover All Over and its employees and independent contractors, except those arising from negligence. Claims of negligence that involve a Rover All Over Carer will be the responsibility of the Carer. All hired independent contractors are insured with Rover All Over.

1.0 Parties

1.1 Rover All Over (ABN 15 619 889 280) of 441 Ipswich Rd, Annerley, QLD 4103 and its employees and independent contractors (Carer, Rover All Over, Our, Us)

1.2 The Owner of the pet(s) entering this agreement (I, You, Your)

2.0 Definitions

2.1 "Services" means any accepted booking.

2.2 "Pet(s)" means animals as legally Owned by You. You must have legal rights to place the animals in the care of Rover All Over. The terms of this document apply to all the Pet(s) owned by You, including any and all new pets that You obtain on or after the date this document was signed.

3.0 Health

3.1 You certify that Your pet(s) listed above is/are up to date with their vaccinations, worming and flea/ tick treatments and are in good health and have not been ill with any uncontrolled medical conditions.

4.0 Payment

4.1 Pre-payment: You agree that Services booked must be pre-paid for upon receipt of an invoice and prior to the commencement of Services, unless otherwise agreed.

4.2 Post-payment: In the event post-payment terms have been agreed, You agree that any invoices received for Services rendered are to be paid within 2 business days of receipt. Failure to make payment on time may result in an additional late payment surcharge of 15% of the outstanding amount being applied, or we may proceed to debt collection procedures and any future Services may be cancelled by Rover All Over. Any costs in recovering unpaid monies owed to Rover All Over will be at the Owner's expense.

4.3 You understand that all payments are to be made to Rover All Over by direct bank transfer. Banking details will be provided to You prior to commencement of Services.

5.0 Cancellations

5.1 You understand that the Carer is fairly flexible with changes to booking arrangements and You agree to give us 48 hours notice for any cancellation of any Scheduled Service(s).

5.2 Any cancellations made less than 48 hours prior to the commencement of Service will incur a cancellation fee of \$25.00.



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5.3 Cancellations can be made via the phone, text message or email using the website contact form located at www.roverallover.com.au/contact/

5.4 Rover All Over reserves the right to refuse or no longer provide Services to Your Pet(s) and terminate this contract if the Carer determines that Your Pet(s) poses a danger to the health or safety of itself, other pets, other people or the Carer. In this event, Rover All Over will provide You with 24 hours' notice, and any monies You have pre-paid for unused Services will be fully refunded within 14 calendar days.

6.0 Temperament

6.1 You hereby certify that Your pet(s) has/have not harmed or shown aggressive or threatening behaviour towards any person or any other animal.

6.2 The Carer reserves the right to remove at any time, an animal from its care if Your pet(s) exhibit behaviours which could potentially be harmful to other animals or people. You agree that You will be responsible for any costs associated with dealing with an aggressive pet(s).

7.0 Pet Illness or Injury Emergency Plan and Unforeseen Circumstances

7.1 You agree that although the Carer will exercise the utmost care and diligence when providing pet(s) Services and caring for Your pet(s), that pet(s) can sometimes receive minor injuries or scratches whilst playing with other animals or during walks. You agree that the Carer shall not be held liable for the loss, injury, death, or actions of Your pet(s).

7.2 In the unlikely event that Your pet(s) is injured or showing signs of illness whilst in Rover All Over's care, Your Carer will make every effort to make urgent contact with You, or Your emergency contact(s) provided to Us should you be unreachable. You accept that if their pet(s) requires immediate veterinary treatment, you authorise your Carer to take Your pet(s) to Your family Vet/Animal Hospital or the closest open facility for medical treatment.

7.3 You agree to complete and sign the Medical Release Form provided to You, which will be given to the treating Vet/Animal Hospital in the event of a medical emergency. You agree to be financially responsible for the payment of fees and costs associated with the treatment of your pet(s) to the Vet.

7.4 You will be responsible for all medical expenses and damages resulting from an injury to a Carer or any other persons injured whilst your Pet(s) is in Rover All Over's care, that is the direct cause of Your Pet(s). You agree to indemnify, hold harmless, and defend Rover All Over in the event of a claim by any person injured by Your Pet(s).

7.5 In the case of an unforeseen event such as more serious injury or illness of Your pet(s), You agree to cover all costs in relation to, but not limited to, Your Carer taking Your pet(s) to a veterinary clinic.

7.6 You agree to notify Rover All Over of any concerns relating to the condition of your Pet(s) or Property within 24 hours of your pet being in Rover All Over's care.

8.0 Privacy Statement



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8.1 The Carer guarantees that any information that is provided to them will be kept confidential and will not be shared, sold or exchanged with any business or individuals not associated with Rover All Over.

8.2 We may however, disclose any information about You and Your pet(s) to a law enforcement agency, or regulatory body should we be required by law to do so.

8.3 You agree to the use of photos or videos of your pet(s) taken in public areas to be used by Rover All Over for any marketing or promotional purposes.

9.0 Waiver and Release of Liability

9.1 The undersigned releases Rover All Over from all liability and indemnifies Rover All Over from any and all claims arising directly and indirectly from Your pet(s) participation in activities or use of Service(s), including any legal claims and medical expenses.

9.2 You understand Your Carer has cleared Police Checking and carries Public and Products Liability Insurance cover. These documents can be made available for Your viewing at any time.

10.0 Natural & Manmade Disaster (Earthquake, Flooding, Bush Fires)

(a) Clients with Service in Progress:

(i) Assuming phone Service is operational, You will be notified by Your Carer that a disaster has occurred.

(ii) Any pet(s) in jeopardy and require evacuation from Our property will be taken to a safe location (i.e. appropriate Boarding Facility) as soon as possible. If your dog (s) are in our care with pet sitting services, in the event Your pet(s) are moved for their safety, a daily Boarding rate of \$120.00/night (this includes transporting Your pet(s) to/from Our home)) will be chargeable to You.

(b) Clients with Scheduled Service Pending:

(i) Please do not leave town during or after a natural or manmade disaster until we have agreed to assume care. Check with Your Carer prior to any anticipated departure to discuss the situation/options.

(ii) If You or we cancel Service due to natural or manmade disaster, a full credit for future Pet Sitting - Boarding will be issued for any pre-paid unused Service.

11.0 Client or Carer Personal Emergency (Accident, Illness or Death in Family)

(a) Client Emergency

(i) In the event You have a personal emergency and require Rover All Over to care for Your pet(s), we will make every effort on short notice to provide Services for Your pet family. Please do not leave town until we have agreed to assume care. If You are already away when the emergency occurs, please make sure that we are contacted immediately and we are aware of Your changing situation. Once we agree to provide Service, we will continue caring for Your pet(s) until You notify us that You have returned home.



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(ii) You will be responsible for all charges for Services provided, payable before You depart where possible or immediately upon Your return.

(iii) If Rover All Over is unable to provide You with scheduled Service(s), please assist in making other plans and confirm any changes with Rover All Over.

(b) Carer Emergency

(i) In the event Your Carer has a personal emergency while caring for Your pet(s) while You are away, we will assign a backup Carer to cover Your schedule and assign pet care responsibilities. We will attempt to notify You that the contingency plan has been activated. Depending on circumstances, Your designated Carer will resume Service as soon as possible.

(ii) In any of the above situations, the scheduled Service with Rover All Over may need to be changed, interrupted, or altered due to circumstances. If necessary, Your pre-arranged emergency contact will be notified to assist in providing Service.

(iii) If You/we cancel Service due to personal emergency, a full credit will be issued for any pre-paid unused Service.

12.0 Supply of Food & Equipment

12.1 You are responsible for supplying the necessary, safety equipment/supplies needed for care of Your pet(s), including but not limited to a sturdy, well-fit harness/halter/collar/leash, litter boxes, treats, cleaning supplies, medicines, pet food, crate or bedding, favourite toys.

Upon acceptance of this agreement You hereby certify that You have read and understood this agreement in its entirety. This agreement is valid from the date of acceptance, and You agree to any future term changes to be made in writing either by email, post or on the Rover All Over website (www.roverallover.com.au) under the subject heading 'Service Terms'. By accepting this agreement, You agree to all terms and conditions, and confirm the accuracy of the information You have provided to Rover All Over.