

Owner Name:..... Surname:.....

Address:.....Suburb:.....P/C:.....

Email: .....

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| 1.  | <b>Bookings are essential</b>   |
| 2.  | Puppies welcome 2 weeks after having had their 3rd vaccination MUST be C5   |
| 3.  | All dogs must be vaccinated, with a C5. Proof of vaccination on registration must be provided.  |
| 4.  | Up to 8 months can be entire (i.e. not desexed) Negotiable on request   |
| 5.  | Over 8 months–preference is that all be spayed or neutered (desexed).<br>Special dispensation may be made for health/show/breeding dogs or others by negotiation.<br>Female un-spayed dogs must not attend for 1 full month from first sign of heat.  |
| 6.  | All dogs <b>must</b> have a collar and ID tag including the dog’s name.   |
| 7.  | All dogs <b>must</b> arrive and leave on a leash. <b>NO Harnesses PLEASE</b> - Remove these before entering   |
| 8.  | For everyone’s safety dogs need to be friendly if they are territorial over food, toys or space you must declare this on registration so that we can manage your dog’s time at the facility and ensure every dog has a safe enjoyable time.   |
| 9.  | If a dog requires medication for conditions such as epilepsy, joint problems etc. the owner must declare this on the registration form to ensure the trainer can manage all directions and activities with the dog’s health as a priority.  |
| 10. | Sick dogs – dogs MUST NOT attend with anything contagious e.g.: canine cough, conjunctivitis,   |
| 11. | Clients must advise of any change to their contact details.   |
| 12. | All bookings must be paid before arrival; your dog will not be returned until evidence of payment has been viewed.  |
| 13. | Payment by Bank Transfer prior to session (other means by management’s prior approval.)<br><b>Diamond Paws Canine Services      Commonwealth Bank- Diamond Dog BSB 063097    Account: 13751678</b>  |
| 14. | Refunds will not be given under any circumstances.- A voucher will be issued for future use   |
| 15. | A late cancellation fee of \$25.00 will be applied if Diamond Paws DogClub is not advised by <b>8.00 am</b> on the day of the scheduled booking of inability to attend.<br>Failure to attend without notification will result in 50% charge of appointment fee<br>Late collection– you will be charged \$10 per each 15 minute increments.<br>If over 1 hour late boarding will be arranged for your dog at your cost.  |
| 16. | <b>Privacy Policy</b> Diamond Paws Canine Services respects your privacy!<br>We promise you will never receive any unwanted postal or e-mail from us or anyone else as a result of information you have given to us, unless you sign up for it. You can UNSUBSCRIBE by emailing us at admin@diamondpawsaustralia.com  |
| 17. | There are a number of training approaches and behaviour management techniques available to ensure the safety of all dogs in our care. <b>The staff at Diamond Paws Canine Services use LIMA (Least Intrusive Minimal Adverse) Balanced Training Techniques with a focus on reward and recognition.</b>  |
| 18. | <b>Behaviour Management Techniques used with may result in an eventual Request to collect your dog</b><br>In the event that your dog is the cause of disruption while at the centre the following actions will be undertaken depending on the level of severity it may immediately be escalated to no 5:<br>1. Basic corrections may include, voice command, hand signal, use of water spray, body touch, collar shake/hold/release;<br>2. Placed on lead for 15 minutes under the care of a staff member;<br>3. Separated into an area on their own for 30 minutes then released back with others to re-integrated;<br>4. Placement into a crate of correct size ratio, re-integrated with others; and/or<br>5. Request to collect   |
| 19. | <b>DayCare, Classes, Private Lessons, and Seminars-Agreement to Hold Harmless and Assumption of Risk</b><br>Diamond Paws Canine Services offers a range of on-site services, some delivered by contract trainers who will have their own personal and professional indemnity insurance.<br>The person completing this form understands that attendance to dog daycare, grooming, training sessions, individual lessons and education sessions is not without risk to them, to anyone who may attend with them and to their dog. By completing this form, on behalf of themselves and any minors attending the day care and or training session(s) with them, waive, release, and agree to hold Diamond Paws Canine Services and any and all of its contractors, employees, volunteers, agents, insurers, and successors <b>free</b> from any and all causes of actions, claims, demands, losses, injuries, and damages of any kind which may be sustained by them or their dog(s) in connection with the class, lesson, or seminar and acknowledge they are responsible for damages caused by their dog(s) and/or family members. |
| 20. | <b>Amendments</b> - Diamond Paws Canine Services reserves the right to change the Terms and Conditions at any time. Customers are encouraged to review the Terms and Conditions on a periodic basis for modifications.  |
| 21. | <b>By signing this form you</b> agree to adhere to any and all safety instructions and recommendations given whether oral or written and <b>accept Diamond Paws Canine Services full terms &amp; conditions.</b>  |

Date: ...../...../.....Signature: .....