



Rates & Terms and Conditions

As at 23rd August 2014



www.AYSPG.com.au

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enquiries@AYSPG.com.au

ABN 161 656 866 17



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RATES

Behavioural Training

Our private one on one training lessons offer solutions to behavioural problems.

Whilst we offer the basic (sit, stay, etc) our lessons take a holistic approach not only encompassing basic obedience, but also your home environment, family, lifestyle, behavioural issues and any bad habits. Furthermore as all dogs and owners are unique we work with you to ensure the lessons are tailored to your needs and lifestyle. We work with you at your home, and in your local area as this helps your dog be more comfortable, also ensuring that all family members are able to join in and learn the methods to ensure consistency. Generally these consultations are designed to address behavioural issues, where we work with you to identify the reason behind the unwanted behaviour and how to manage it effectively for long term positive outcomes.

These may include :

- ✓ Dog aggression and dominance
- ✓ Excessive barking
- ✓ Jumping up at people (lack of respect)
- ✓ Pulling on the lead
- ✓ Mouthing and nipping
- ✓ Anxiety, lack of confidence, timidity or fearfulness
- ✓ Attention seeking
- ✓ Destructive behaviour (e.g. digging)
- ✓ Not listening to owner

We work on these issues by helping the owners understand why the dog is behaving in such a manner and how to stop it.

We often help clients that have previously participated in group training but find that our methods offer faster and greater results, as your tailored training is focused on just you and your dog for the whole lesson.

Your lesson can be arranged at a time and place to suit you, and you can pay as you go, although a discount is applied to any payments made of 10 lessons or more at a time.

The First Lesson

This lesson runs for approximately an hour and during this time you will learn :

- ✓ The History of the dog
- ✓ How your dog thinks
- ✓ How dogs like to be treated
- ✓ Specifics of your particular breed
- ✓ What we should never do around our dogs and why
- ✓ What is the right equipment for your dog
- ✓ Particular problems you are facing

We then also complete three basic leash manners :

- ✓ Leaving the house in a relaxed manner
- ✓ Start walking without pulling on the lead
- ✓ Stopping the dog from rushing through open doors when leaving for a walk

Ongoing lessons

The subsequent lessons will run for approximately half an hour each, and should flow from one lesson to the next. It is expected that you will practise in between lessons. The goals of our lessons differ to suit different needs, but often see you walking your dog on a loose lead, your dog sitting or laying down on command, calmly walk along beside your newborns pram, or playing nicely with other dog

First Lesson	Subsequent Lessons
60 mins	30 mins
\$50	\$30



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Dog Walking

With today's busy lifestyle, it is not always easy to give your dog the exercise that they need, and unfortunately this can lead to them getting bored and to some very destructive behaviour. Regular exercise can help to ease boredom habits such as barking, chewing or digging. At Your Service Pet Minding (AYSPG) we can walk your dog once in a while for you or you can book in a regular walk two or three times a week.

Please find rates for walk only programs. (All AYS PG prices include GST)

Walk time	Cost
30 mins	\$25.00 (for up to 2 dogs)
Castle Hill Walk , Beach Walk	\$40-\$60 depending on your location

Please note that we can only walk a maximum of three medium/large or 4 small dogs walked at any one time.

If your dog needs to be socialised, we can bring along one of our well trained, friendly pooches for your dog to have a play/walk with.

Extra Dogs are charged at a flat rate of \$5 per dog per walk.

Dogs must be leash trained. Dogs that pull excessively or require some basic leash training will be walked alone and an extra fee may apply depending on the extra work required. We prefer to use "Halties" an anti-pull device; please let us know if this is not suitable for you. If dogs need any obedience training or have behavioural problems that need to be worked out then there will be an extra cost of \$5-\$10 per half hour bracket, depending on the dog.

Please note dog walks that are not a part of a pet sitting assignment are not available on public holidays and Sundays.

Pet Minding

Whether you are going away for just one night, or off on an extended holiday, it is hard to pack your pets off to the unfamiliar surroundings of a kennel. At AYS PG we come to you and mind your pets in the comfort of their own home and surroundings. You can choose either one visit per day or two, visits are most often conducted in the first half of the morning (6:00 - 11am) and/or in the afternoon (2 - 5:30pm) and we try to stick as close as possible to your pets usual feeding times. Visits are tailored to your specific requirements with starting rates as outlined below. We try to accommodate every requirement, so if you need something done that isn't listed, please ask. (Please see terms and Conditions for details)

Service (one pet)	Basic Pet Sitting*	Dog sitting/20 min Walk**	Dog Waste removal weekly	Clean Cat litter Daily	Extra Pet**	Water Plants/ collect mail
Once per day	\$16.00	\$26.00****	\$15	\$3	\$5	FREE
Twice per day	\$30.00	\$40.00				

**Small animals (birds and fish) are free if to be fed with your dog or cat if feeding only is required. To be discussed at the initial interview.*

*** For more than 3 pets a special daily rate can be quoted.*

**** Please note that out of town (Bushland beach, Kelso) will incur a small fuel levy to cover extra costs.(dependent on package- please ask for a quote.)*

*****Only suitable for visits when the owners will only miss one of the visits (i.e. Going away on Saturday morning so only needs dog fed and walked once on that day)*



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Dog Grooming

Try our wonderful Mobile Heated Hydrobath/Grooming treatment, either as a part of your regular walking/pet sitting Services or as a fortnightly/monthly or occasional service.

Grooming Details	Cost	10 Pack
Double Shampoo, Eucalyptus Rinse & Blow-dry/towel Dry	Starts from \$25	Starts from \$237.50
Long Hair, Eyes Ears, Nails	Add an extra \$10	Add an extra \$95
Clipping	Starts from \$65	N/A
Flea and Tick Treatments	Price On request	Price On request

Bonus Packs

Pay for packs in advance and receive a special deal!

Pack Name	Pack Details	Cost	Bonus#
Basic Dog Pack	Pay for 10 Walks	From \$250.00	Get One Free*
Regular Dog Pack	Pay for 20 Walks	From \$450.00	Get One Free*
Mega Training Pack	Pay for 10 Sessions	From \$300.00	Get one Free*
Basic Walk & Wash Pack	Includes 2 walks per week and a once a month basic wash	\$280.00 p/m*	Free Confortis Flea and Tick Treatment every 4 weeks.
Regular Walk & Wash Pack	Includes 2 walks per week, two washes per month**	\$315.00 p/m*	Free Confortis Flea and Tick Treatment every 4 weeks.
Supreme Walk & Wash Pack	Includes 2 walks per week, wash once a fortnight and a once a month clip/tidy up	\$350.00 p/m*	Free Confortis Flea and Tick Treatment every 4 weeks. Once a year free transport to the vet for Vaccination**

*Must be paid for in advance

**Once a month is based on 4 weekly

*** Only pick up and Transport is Free – Full cost of Vaccination and any other associated costs must be paid for by Owner



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Terms and Conditions

To ensure the health and safety of both your pet and the At Your Service (AYSPG) handlers require that all our clients follow these important guidelines.

Key Pick-up

- Keys are normally supplied at consultation. If this is unsuitable, then other arrangements can be agreed to. If pick up is to be at a time outside our run schedule then a \$10 fee has to be charged to cover our extra cost.

Key Return

- AYS PG holds keys securely and they are identified only by Pet Name and Surname, not an address. Many clients take advantage of our key storage service where we hold a key securely for future jobs, this will be the case unless informed otherwise by the client at initial visit. Naturally the keys remain your property at all times. If this is unsuitable, then AYS PG can leave the keys in an agreed place in your home on our last visit.
- If none of these key arrangements are suitable a return service by AYS PG incurs a \$10 fee when outside the initial visit.

Pet Minding

- In the interests of maintaining professional standards AYS PG does not accept assignments where we are asked to just check in on your pets two or three times per week.
- Please do not ask us to 'just ignore' one of your pets – as animal lovers we are unable to accept such assignments which contravene our duty of care.
- If animals are under 4 months, a tailored package must be agreed due to the demand for greater care and feeding.
- If the Pet Sit extends more than seven (7) days, a weekly waste removal charge of \$15 will be added to your final invoice for each full week you are away with no exceptions.

Feeding

- For Pet Sitting, a clear brief outlining the feeding habits of your pets is required at time of booking. Owners must ensure adequate food is available to cover the pet sitting period.
- Any expenses incurred by your pet sitter for pet food, cat litter or other essential supplies will be added to your invoice plus a \$15 shopping charge.
- Assignments cannot be accepted without an initial face to face interview and signing of the service agreement.

Home Environment

- Perimeters must be safe and secure before owners leave pets at home e.g. pet access to high balconies and unfastened gates is not acceptable. Please let us know if your pet is an "escape artist" even if they have not escaped for a while.
- Because we try and provide a clean and healthy environment for your pet you must provide all equipment necessary for waste removal (Cat litter scoops, plastic bags etc). If they are not provided we may not clean up the waste or charge the owner for the cost of purchasing the supplies needed.



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- When owners are away from home for longer periods of time we suggest that you get your front lawn mowed at least once while you are away. This helps give off the illusion that you are still home and helps avoid any unwanted attention to your home. Starting from \$30 we can arrange for your front lawn to be mowed, equipment (lawn mower, petrol) must be provided to us or additional surcharges will be incurred. Backyards can also be mowed, please consult us for a personalised quote.

Medication:

- If your pet(s) require medication, AYS PG must be fully informed of and equipped to cater to their needs.

Identification:

- For Dog Walking your dog must wear a collar with an ID tag and be registered with the Council.
- AYS PG will provide fresh water, treats (if allowed) and toys at every service as needed.

Behaviour/ Aggressive animals

- If, in the opinion of AYS PG, an animal(s) represents a danger to a handler during a service call, then service may be suspended. AYS PG will attempt contact with the owner of the animal(s) as quickly as possible. Owners must certify that their dog(s) have not harmed or shown aggression or threatening behaviour towards any persons or other dogs. For dog walking, AYS PG reserves the right to refuse to take a dog if they display aggressive behaviour at time of collection or signs of transmittable illness or are taking medication for transmittable illness.

General Health

- For Dog Walking, all dogs must be in good health. At time of booking all dogs must be free from transmittable illnesses. We strongly recommend that dogs have tick control, especially in 'tick season', summer. For Pet Sitting, if a pet is ailing due to old age or convalescing from sickness, a tailored package must be agreed due to the demand for greater care and feeding.
- We cannot walk ill dogs or dogs known to have infection even on a one to one basis because of risk of cross infection.

Vaccinations

- All cats and dogs must have current vaccinations. Owners must provide written proof (provided by all vets) that their cats have at least current F3 vaccinations and dogs have current C5 vaccinations. If you have lost your vaccination certificate please give details of the Veterinary Clinic where injections were given so that we may contact them to confirm. AYS PG reserves the right not to look after any pets that have not had all necessary vaccinations.

Fish feeding service

- Is for 'dry flake' type food for basic goldfish or tropical fish in a basic bowl or aquarium. Multiple aquariums or saltwater tanks or more complicated feeding or care (i.e changing water) may necessitate a fee or revised fee. We can discuss this at initial consultation.

Bird feeding service

- Is for small 'domestic' type birds such as a budgerigar, cockatiel or canary with basic seed food requirements. This is free when paying for a Pet Sitting Package. If the Pet Sitting required is solely for the birds then the Basic Daily Rate for Pet Sitting will be charged. Multiple cages, aviaries or more complicated feeding or care may necessitate a fee or revised fee. We can discuss this at initial consultation.



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Plant watering service

- Provided up to 5 plants. More than this, or a complicated watering schedule, may necessitate a fee or revised fee. We can discuss this at initial consultation.

Walking service

- All dogs must be older than 4 months of age, fully vaccinated and registered with the appropriate council. They must be compatible with other dogs, preferably familiar with
- Common commands and trustworthy off the leash if you would like them to run around off of it.
- For group dog walking, dogs over the age of 6 months must be neutered or spayed. (Group walking not available for non-neutered males over 6 months old or non-spayed females in season. One-on-one walking is recommended for them.) Please inform us if your pet is not de-sexed.
- There is always an hour window of time allowed to pick up and drop off your dog –i.e., a 10am pick up can mean 9am or 11am pick up, anything outside of these times you will receive a phone call from one of our staff members to either inform you we are running late or to reschedule a more appropriate time.
- Extreme weather conditions may mean a curtailment or cancellation of our service at short notice (We will keep your pet company if we get there).
- We will try to give 24hours notice if we cannot walk your dog, however in some instances less notice might be given. We always endeavour to reschedule for the next day where possible.
- We do not walk dogs during thunderstorms or extreme heat but will let your dog out to relieve themselves and keep them company indoors.

Behavioural Training service

- Refer to 'rates' page.

Rates

- Refer to 'rates' page.

Alarms

- AYSPG will use its best endeavours to disarm any alarm upon entry. Any costs associated with alarm activation, such as guard despatch, will be borne by the client.

Reservations/Cancellations/Early return:

- Reservations are not confirmed until a 50% deposit has been made. Services are not conducted until all remaining payments have been made. AYSPG reserves the right to cancel any service that has not been paid in full prior to its commencement.
- We reserve the right to deny or terminate service because of safety or financial concerns, including failure to vaccinate your pet/s.
- Cancellations advised to AYSPG with less than 24 hours' notice will not be refunded. ('Notice' period deemed to be up to 6am on the day prior to the day of service.)
- On Cancellation of any service only 50% of the deposit will be refunded; AYSPG may take up to 30 days to refund deposit.
- Any 'no-shows' or dishonoured reservations who do not advise AYSPG are charged full service fee.
- There are no cancellation penalties for Pet Sitting if client returns home early. However, if client neglects to advise AYSPG of early return and a service call is made to the house, then the fee will apply.
- Clients that come home more than a day early will be entitled to a credit, except at peak times like school holidays, Christmas and Easter where the cancellation can adversely affect the sitter because they could have taken more work on. If you come home early on the last day of your booking, no refund is available.
- Because of holiday pay loading, there is a \$12 surcharge per visit on public holidays for all clients.



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- A 50% deposit is required to secure a Christmas Booking and any cancellations from the 25th of November onwards cannot be refunded, no exceptions will be made.

Discounts, Surcharges

- All bookings of 28 days or more will receive a 10%** discount on all Pet Sitting Services. (Except at Christmas time)
- All bookings over 7 days will incur a Waste Removal charge per week
- Old aged pension card holders will receive a 10% discount** on Pet Sitting Services (excl. dog walking service and Christmas Holidays)
- Any extra time required for dealing with emergency situations with your pets or home will be charged at \$7 per 15 minutes or part thereof. This fee covers emergency transport to your veterinarian; time spent searching for escaped or missing pets (unless we were causative in the escape) and time dealing with unforeseen events such as home invasion or home maintenance problems.
- Please note that out of town (anything further than 20km radius of Jensen) will incur a small fuel levy to cover extra costs. If you are not sure if you will be affected, please call to confirm.
- Defence Personnel or their spouses will receive a 10% discount* on Pet Sitting Services (EXCEPT during the Christmas holidays - no Discounts available for Behavioural Work, dog walking service or Grooming services)
- Delta Dog Handlers will either receive a 10% discount on all Grooming and Pet Sitting Services OR 10% of total charge will be donated back to 'Delta Dog'
- A 20% surcharge is payable if dogs are required to be locked up or let out of house or laundry, and or we are required to be at location at a specific time.

**This discount cannot be used in conjunction with any other discount offers*

AYSPG sitters, minders and carers will take every precaution to ensure your pet(s) are happy and safe however we will not accept responsibility for canine influenza, injuries, illness or death of your pet(s) from any cause. As "Job Sharing" is not covered under our insurance we cannot be responsible for your pet(s) or home or property if another service provider (not employed or contracted by AYSPG), friend of the Pet Owner(s), family member or other person enters your property or home while we are not there.

Pet Owner(s) will be required to complete a Service Contract prior to commencement of care. If the Pet Owner(s) have not completed a Service Contract when commencement of care has started, the Pet Owner(s) agree by default to all Terms and Conditions of Business as stipulated on this page.

The Pet Owner(s) accepts all responsibility for their pet(s) actions and shall reimburse AYSPG for all services rendered and/or for all required medical treatment and/or for any injury or damage caused by their pet(s) to other dogs, animals, sitters/minders/carers or property.

AYSPG and its sitters/minders/carers cannot be responsible for any complications pets may suffer or actions of pets while they are unattended. In the event that it is necessary for AYSPG or its sitters/minders/carers to seek veterinary assistance where a Veterinary Release has not be completed as part of the Service Contract, then the Pet Owner(s) agree that the cost of any procedure undertaken as a result will be their full and financial responsibility. All attempts will be made to contact the Pet Owner(s) or their other Nominated Person(s).

If your pet(s) are not feeling well (for example, diarrhoea, vomiting, lethargic, etc.) and/or in pain while in the care of a AYSPG sitter/minder/carer, AYSPG will take your pet(s) to your nominated Veterinary Clinic subject to us being able to get an appointment quickly or to the nearest Emergency Veterinary Clinic. All attempts will be made to contact the Pet Owner(s) or your other Nominated Person(s). AYSPG and its sitters/minders/carers do not diagnose, prognoses, or make therapy decisions, nor do we offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.