

Terms and Conditions

By requesting and using our services (including, but not limited to, instruction by phone, email, text, social media in person), you acknowledge and agree to our Terms & Conditions. We may change these at any time without notice.

Definitions

In these Terms & Conditions:

- 'you', 'your', 'dog owner' refers to the person requesting and using our services.
- 'Our', 'we', 'us' refers to Instincts First
- 'Services' refers to our website, online booking, directory and the adventure services listed on our website.
- 'Price' means the price of the service including admin and fees, as listed on the website and agreed between you and Instincts First
- 'Regular' is a weekly or fortnightly booking
- 'Casual' & 'Trial' is a booking(s) with no regular scheduling

Daytrip Services

- You can choose from the following booking types:
 - Regular - weekly
 - Regular - fortnightly
- Booking priority will be given to regular requests. Remaining placement will be as space permits.
 - To be placed into a regular day trip, dogs must complete a trial with Instincts First for assessment. Dependent on outcome, dogs may either then be placed into a scheduled time slot, or be required to complete further 'Walk & Train' sessions with Instincts First to acclimatise and meet acceptable standards.
 - Daytrips will take place in locations both open to the public and on private property. As such, we may come across the general public or livestock. Dogs will be taught and expected to respect their space and the environment around them.
 - Regular dogs may be placed into an alternative day if a pack is deemed unsuitable, or if operations need to be cancelled or altered on a regular scheduled day.

Dogs

- To enable us to provide the right service for your dog, it is your responsibility to provide as much relevant information as possible for us to assess your dog and assign placement, and to disclose all risks, dangers and medical conditions.
- Dogs must be in good health, physically fit for a minimum of 1 hour exercise, vaccinated for parvovirus and leptospirosis, and be regularly treated for worms and fleas.
- Dogs over 6 months must be neutered or spayed. Exceptions to accept entire dogs or bitches may be made upon request and assessment.

- It is the responsibility of the dog owner to address any behavioural or training issues, ensure their dog is of an acceptable standard for day trips and is regularly exercised outside of day trips.
- Dogs must not have harmed or acted aggressively towards other dogs or people, or been recorded as menacing.
- We reserve the right to refuse service to any dog at any time.

Hours of Operation & Pick Up/Drop Offs

- Daytrips are scheduled Monday to Friday, run all-year round, in most conditions. Cancellations may occur in heavy storm/wind conditions.
- Daytrips are morning start only
- Pick ups times may vary at our discretion but will typically be between:
 - 6:30am - 8:30am
- Specific pick up times will be confirmed 12-48 hours beforehand.
- Pick up and drop offs are currently in New Plymouth, Bell Block, Lepperton, Inglewood through to Stratford, Egmont Village, Oakura and all along the Surf Highway 45, but may include other locations by request (surcharge may apply).
- Pick up and drop offs must be from and to a secure location. Where a secure location isn't feasible, and you won't be there to meet us, a minder/kennel must be pre-arranged.
- Dogs must be ready to go at least 5-10 minutes before the scheduled pick up time - travel harness on and toileted. For new dogs who normally eat in the morning, we recommend they are fed after their first few daytrips, to be sure of travel sickness issues - please tell us if you would like us to feed them on drop off.
- Dogs must have access to fresh water upon drop off, within the area we are leaving them.
- We reserve the right to leave a dog we are unable to collect at the scheduled time or who isn't ready.
- We are unable to hold your dog after a day trip.

Payment Terms

- We require you to commit your dogs placement for a 4 week cycle. This is payable either weekly, fortnightly or monthly.
- Payment is to be made by internet transfer or direct credit.
- Surcharges may apply, such as for vehicle soiling or pick up outside of the coverage area.

Holidays & Cancellations

- If your dog can't attend a regular daytrip, we require no less than 48 hours notice. 50% of the regular price will be payable to hold your dogs place on their scheduled day trip.
- If cancelled within 48 hours of the scheduled day trip, 100% of the regular price will be payable.

Tools & Equipment

- All dogs must be secured within the vehicles during transportation with a suitable safety harness. Our preferred harness is the EzyDog QuickFit harness for ease of use, resistance to salt and wear, and reduced likelihood for slippage.
- We prefer not to secure a dog by its collar, however in the event a suitable harness isn't supplied, this will be the chosen method of securing your dog, and any liability rests with the owner.
- Dogs may be required to wear a muzzle, halti, harness, lead or other training aid during a day trip, for transportation for the health and safety of themselves and of others (dogs, handlers, general public, stock etc).

Damage

- We will ensure belongings are secure, use of equipment is supervised and dogs are under our control, however in the event:
 - a dog intentionally damages our equipment (or that of another dog), such as chewing through a halti or lead etc the replacement cost will be charged back to the dog owner, at the full Recommended Retail Price (RRP).
 - a dog causes harm or damages property of others (including livestock), any medical expenses, damages and other related costs will be the sole responsibility of the dog owner.

Emergency

- Whilst every care will be taken to ensure the safety of your dog in our care and risks are managed and mitigated, due to the nature of activity there is an inherent risk of injury, illness or disorientation during their daytrip or transportation, and we will not be liable for any injuries, illness or expenses as a result.
- In an emergency, we will contact the primary dog owner or emergency contact on the numbers provided to agree a course of action. If the primary dog owner or emergency contact is unable to be reached, we will either
 - transport your dog to the nearest vet
 - request onsite vet treatment
 - transport your dog to the nearest emergency clinic if the first 2 options aren't feasible.
- All expenses incurred are the responsibility of the dog owner.

Use of Information

- Photos, videos and stories of your dog may be used by for marketing and PR purposes, by Instincts First

Dispute resolution

We will endeavour to resolve any dispute. Please notify us as early as possible of any issues or concerns.

Liability

The Client shall indemnify and hold harmless Instincts First and their employees and partners of and from any and all claims, demands, losses, causes of action, damage, lawsuits, judgments, including attorneys' fees and costs, arising out of or relating to their work.

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