

Policies, Terms & Conditions



Cancellation Policy

Service Cancellation- Please notify Mobile Paws of any cancellations or changes to your scheduled service at least 1 hour prior to scheduled service. Failure to do so may incur a cancellation fee of half the scheduled service rate.

Cease Service Due to Pet Stress or Aggression- Mobile Paws reserves the right to cease service/treatment due to pet stress, aggression, or potential injury at the discretion of Mobile Paws. If this occurs, a cancellation fee of half the scheduled service rate will be due.

Holiday Rate- Holiday rates may apply and the client will be notified if these apply.

Privacy Policy:

Mobile Paws collects and stores information required to provide a service to our clients. This includes personal information. We will take all reasonable precautions to ensure that your information is not misused or unlawfully accessed. This information will be securely stored and will not be disclosed to third parties unless required to do so by law or in the circumstances outlined below.

Medical Record Transfer- The Client authorizes Mobile Paws to share their pet's medical information/records with the referring veterinarian when and if applicable.

Medical Professionals- In the event of an injury to Mobile Paws caused by your pet, your pet's information may be disclosed to healthcare officials.

Restraint Policy:

Restraint- Mobile Paws may use restraint in the forms of a muzzle or manual restraint if required.

Cease Service- Mobile Paws reserves the right to cease treatment due to patient stress, aggression or injury to themselves, other pets, or people. If this happens 50% of service rate is due.

Payment/Rate Policy:

Payment Due- Payment is due in full at time of service. Mobile Paws accepts payment in cash or card payments via Square app. Bank transfers may be accepted on prior arrangement.

Fees- Mobile Paws reserves the right to change fees and rates at their discretion.

Rate Sheet- A copy of the Fees and Rates document is available online and will be provided to The Client upon request.

Travel Rates- Mobile Paws charges a modest fee for travelling services. The following locations are included in the travel fee: - Binalong – Bookham – Bowning - Wee Jasper -Burrinjuck – Gundaroo – Sutton – Crookwell – Jeir.

Mobile Paws Policies:

All services are performed by a qualified Veterinary Nurse. Mobile Paws is legally unable to diagnose a disease or illness and cannot prescribe prescription medications. Nursing care is only performed as recommended by a licensed veterinarian. Referrals are available for your regular veterinarian to complete and return to Mobile Paws.

The Client understands that Mobile Paws will only perform nursing care as instructed by a veterinarian and will not be responsible for decisions regarding pet's health made by the veterinarian and owner. The Client agrees to notify Mobile Paws of any signs of illness or injury to the pet prior to scheduled service.

If a threat of an infectious condition may exist, Mobile Paws reserves the right to cancel services.

All services will be supervised by the client/pet owner or by an appointed guardian. Mobile Paws will provide the services agreed upon with the upmost

care and compassion and will take the greatest care to prevent accident or injury to the Client's pet. However, in the event of injury to, or death of, the Client's pet resulting from treatment by Mobile Paws the Client is aware that Mobile Paws is not responsible for any injury or death to the pet.

The Client is responsible for all medical expenses and/or damages that are the result of an injury to Mobile Paws by the Client's pet. The Client agrees to hold harmless, indemnify, and defend Mobile Paws if a claim is made by any person injured by the client's pet.

Mobile Paws is not responsible for any damage to the Client's property caused by the Client's pet. The Client agrees not to assert any claims against Mobile Paws with connection of treatment except those that involve gross negligence or wilful misconduct on the part of Mobile Paws.

The Client agrees to contact Mobile Paws directly regarding any concerns within 24 hours of occurrence. This agreement is valid for all future service dates without the need for an additional contract to be signed with each future service. The Client agrees that the signed Agreement to Treat contract will be valid for all future services for their pet(s) with Mobile Paws.

Please note that Mobile Paws does not provide an emergency service for your pet. If you are in need of emergency assistance, you should take your pet to the nearest emergency veterinary practice.

Mobile Paws does not provide euthanasia services.