



Annexure A – Terms & Conditions

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1. Introduction

- These Terms & Conditions form part of all Paw-Paw Pets service agreements.
- By booking services, the Paw-rent accepts these terms.

2. Humane Animal Care Paw-licy

- Paw-Paw Pets operates on force-free, positive reinforcement principles.
- The use of aversive tools (shock collars, prong collars, choke chains, etc.) is prohibited.
- Paw-Paw Pets reserves the right to decline or terminate services if such tools are used.

3. Paws on the Road (Transportation of Pets)

- Pets may be transported in Paw-Paw vehicles for services such as training sessions, vet visits, grooming, or emergencies.
- All reasonable safety measures will be taken.
- Paw-Paw Pets is not liable for injury, illness, or loss unless caused by gross negligence.

4. Care on Paw-rents Property

- While exercising due care, Paw-Paw Pets is not liable for accidental damage to property.
- Paw-rents are responsible for ensuring safe, accessible premises.

5. If a Pet Gets Hurt or Sick

- Paw-Paw Pets will act promptly in emergencies, including seeking veterinary attention.
- Costs will be borne by the Paw-rents unless negligence or misconduct is proven.
- Clients indemnify Paw-Paw Pets against claims except where negligence is established.

6. Treats & TasteBud Tribe™

- Treats are made with safe, quality ingredients.
- Paw-rents must disclose pet allergies or health concerns.
- Paw-Paw Pets is not liable for adverse reactions if disclosure is not provided.

7. Keys & Access

- Paw-rents keys/access details will be secured and used only for agreed services.
- Paw-Paw Pets is not liable for loss/theft unless caused by gross negligence.

8. POPIA – Paw-tection of Personal Information

- Paw-Paw Pets collects client and pet information solely for service provision.
- Information will be kept secure, not shared with third parties except as required by law or in emergencies.
- By engaging Paw-Paw Pets, the Paw-rent consents to the collection and use of their personal information for these purposes.

9. Paw-licies & Standards

- Paw-Paw Pets may update paw-licies (e.g., training, safety, product use) from time to time.
- Paw-rents will be notified of updates, which will apply to all future services.

10. Indemnity & Liability

- Paw-rents indemnify Paw-Paw Pets, its directors, and agents against losses, claims, or damages arising from pet behaviour, property issues, or third-party interactions, except where negligence or misconduct is proven.

11. Paw & Order

- These Terms are governed by South African law.