

Adventures with Moose & Bear

Terms & Conditions

V2. 1 October 2026.



By booking with **Adventures with Moose & Bear** (ABN 46 744 925 285) you agree to the following terms and conditions:

1. Dog Eligibility

To help ensure every adventure is safe, happy, and enjoyable for all dogs involved, participating dogs must:

- Be fully vaccinated (C5 or equivalent)
- Be up to date with flea, tick, and worming prevention
- Be in good health and free from contagious illness
- Be social, non-aggressive, and suitable for a small group environment
- Be manageable around other dogs and people
- Be desexed
- Weigh no more than 20kg

Any behavioural concerns, anxiety, reactivity, or history of aggression must be disclosed before booking.

We reserve the right to refuse or pause service if:

- A dog is deemed unsuitable for group adventures
- A dog appears unwell or is unfit to participate
- Information relevant to your dog's safety or behaviour has not been disclosed

Our priority is always the wellbeing of every dog in the pack.

2. Bookings, Payments & Cancellations

You officially join the pack once:

- Your first booking is confirmed, payment has been received and you receive confirmation via email

Payments:

- Adventure fees will be charged to your nominated payment method each Friday following that week's adventures
- Additional booking may be charged separately

Cancellations:

- Cancellations made after 5:00pm the day before an adventure will incur a 50% late cancellation fee
- Same-day cancellations and no-shows will be charged at 100% of the booking fee

Pausing or cancelling ongoing adventures:

- A minimum of 7 days' notice is required to pause regular adventures
- A minimum of 7 days' notice is required to cancel ongoing regular adventures

We may occasionally need to reschedule or cancel services due to severe weather, safety concerns, illness, or other unforeseen circumstances.

3. Care, Transport & Safety

Your dog's safety and comfort are a priority.

- Dogs are transported in a safe, ventilated, air-conditioned vehicle using appropriate restraints or crates
- Off-lead time is only permitted in secure, designated off-leash areas such as approved dog parks
- Adventures are always supervised with careful attention to group suitability, weather conditions, and individual dog needs

While every reasonable precaution is taken, participation in group adventures carries inherent risk and is undertaken at the owner's risk.

4. Emergencies & Veterinary Care

If your dog becomes unwell or is injured during an adventure:

- We will contact you as soon as possible
- If urgent veterinary treatment is required and you cannot be reached, we authorise ourselves to seek appropriate care from a licensed veterinarian on your behalf

All veterinary costs, including treatment, transport, and associated expenses, remain the responsibility of the dog's owner.

5. Liability

By booking with Adventures with Moose & Bear, you accept responsibility for your dog's behaviour and any resulting damage, injury, or costs caused to people, animals, property, or vehicles.

While we take every reasonable step to provide a safe and professional service, Adventures with Moose & Bear is not liable for:

- Injury, illness, loss, escape, or death of your dog
- Damage to or loss of personal items including collars, leads, harnesses or toys
- Indirect, incidental, or consequential loss or damages arising from participation in our services

Nothing in these Terms excludes rights or guarantees that cannot be excluded under Australian Consumer Law. Liability is otherwise limited to the maximum extent permitted by law.

6. Media & Privacy

We love sharing adventure highlights. Photos and videos of your dog may be taken during adventures and used for:

- Social media
- Our website
- Promotional and marketing materials

If you would prefer your dog not be featured, please let us know in writing and we will happily respect that.

Your privacy matters to us. Personal information is collected only for the purpose of providing our services and managing your bookings. Your information will never be sold or shared with third parties unless required by law.

7. Acceptance of Terms

By booking our services, you confirm that:

- You are the legal owner of the dog(s), or have authority to act on their behalf
- You have read, understood, and agreed to these Terms & Conditions
- All relevant health, behavioural, and care information has been provided honestly and accurately
- You will notify us promptly if your dog's health, behaviour, or circumstances change

Clear communication helps keep tails wagging!