



DOG WALKING



TERMS & CONDITIONS



1. PRIOR TO BOOKING

1.1: All new clients will be subject to a meet & greet before any walking bookings can be made. This will be roughly 30-45 minutes and will be located at your (the Client's) home. It is required that the animal(s) that the booking will be for are present at the meet & greet.

1.2: You (the Client) will be asked to complete Dog Walking Consent forms before your meet & greet. If you (the Client) are unsure of anything, please ask for guidance at your meet & greet.

1.3: No bookings can be made without completed and returned Dog Walking Consent forms.

1.4: All new client dogs will undergo a two-week trial period with LRSDS, whilst the dog(s) are getting used to their new routine with us. The trial walks are booked as usual walks but will include an assessment of the dog(s) behaviour when exposed to new situations and stimuli.

2. VACCINATIONS & TREATMENTS

2.1: Current and up to date vaccination records are required before commencing any Dog Walking service. Proof of this must be seen during your meet & greet and checked regularly to ensure that the dog(s) walked are currently vaccinated against leptospirosis, canine parvovirus, canine distemper, and infectious canine hepatitis. This must be signed by a veterinarian with a due date for the next vaccination.

2.2: If unable to vaccinate for any reason, you (the Client) may also provide a valid and recent protective titre test certificate signed by a veterinarian as evidence of protection.

3. DOG WALKING

3.1: You (the Client) agree to not feed your dog(s) within the hour before the scheduled appointment. This will minimise the risk of bloat.

3.2: You (the Client) will provide suitable harnesses and collars that the dog(s) cannot pull out of, with an ID tag as approved by LRSDS, as well as coats or muzzles if required.

3.3: It is required under The Control of Dogs Order 1992 for every dog, whilst in a public place to be wearing a collar with the name and contact details of the owner attached to it.

3.4: Clip on ID tags will also be provided by LRSDS with our contact details on, to be worn for the duration of each walk.

3.5: LRSDS will supply and be equipped with waste bags and will duly remove and dispose of the dog(s) faeces from all public places.

3.6: LRSDS agrees to always keep dogs under proper control in line with the Dangerous Dogs Act (1991) and The Dogs Act (1871).

3.7: LRSDS undertakes to make themselves aware of and comply with all current laws and bylaws relating to dogs.

3.8: LRSDS agrees to ensure that dogs are adequately secured / contained within vehicles to ensure safe transportation.

3.9: If you (the Client) own an intact female, you (the Client) agree to inform LRSDS when a season is due or has started.

3.10: Females in season will under no circumstances be transported in an LRSDS vehicle, or enter a group, and will only be solo walked on lead or placed on home visits for the duration of their season.

3.11: LRSDS reserves the right to cancel a service if the dog does not seem fit and well upon collection. In this case, the service will be charged at the full rate.

3.12: You (the Client) agree to inform LRSDS of any new health or welfare concerns regarding your dog(s).

4. EMERGENCIES

4.1: In the event of an emergency, LRSDS will make every effort to contact you (the Client) on the contact number(s) you (the Client) have provided on the Dog Walking Consent forms, to confirm your choice of action.

4.2: If you (the Client) cannot be contacted, LRSDS will contact the emergency contact(s) as listed in your Dog Walking Consent forms. The emergency contact(s) listed should be someone trustworthy that can act on your behalf if LRSDS is unable to contact you directly.

4.3: If a decision maker cannot be contacted, you (the Client) agree to authorize LRSDS to transport the dog(s) to your (the Client) preferred veterinary practice, or an alternative if necessary and authorize any emergency treatment as recommended by a veterinarian, excluding euthanasia. You (the Client) agree to pay all costs incurred immediately.

4.4: You (the Client) are solely responsible for the full cost of any treatment for any illness or injury that their dog(s) have whilst under the care of LRSDS, as well as any associated costs.

5. EXTREME WEATHER

5.1: If it is no longer safe for LRSDS or the dog(s) to walk due to adverse weather conditions or snow and ice, LRSDS reserves the right to cancel all services, or replace them with a Home Visit if safe to do so. You (the Client) will be notified as soon as this decision has been made.

5.2: If a walk has been replaced with a Home Visit, you (the Client) will be charged a standard Home Visit rate, in place of the Dog Walking rate.

5.3: Depending on the weather conditions, LRSDS may not offer any walks over 30 minutes in temperatures above 23°C.

5.4: If the temperature reaches 27°C, all walks may be cancelled, and any Dog Walking service will instead be replaced with a Home Visit.

5.5: Obese dogs or Brachycephalic breeds (such as Pugs, Shih Tzus, Bulldogs, Cavalier King Charles Spaniels, or any other flat-faced breed) will under no circumstances be walked in temperatures exceeding 23°C.

6. OFF LEAD CONSENT

6.1: You (the Client) will have a section on your Dog Walking Consent form to indicate whether you (the Client) are happy for your dog to be allowed off the lead during walks.

6.2: All new client dogs are required to stay on lead for a minimum of 5 walks before LRSDS can consider letting them off lead. After this, long lines may be used to build on the dog(s) recall with LRSDS. Whilst the dog(s) recall may be excellent with you (the Client), please understand that they will be unfamiliar with LRSDS, and their new routine.

6.3: Off lead time will be completely at the discretion of LRSDS on the day of the walk, depending on the dog's behaviour, the walk location, and weather conditions.

7. THE BOOKING OF WALKS

7.1: All Clients must ensure that any changes to usual booking requirements are sent no later than 6pm on Friday evening for the following week.

7.2: Any booking requirements that come in after 6pm on Friday evening are not guaranteed, as LRSDS may not have seen the booking request.

8. THE CANCELLATION OF WALKS

8.1: All cancellations of services made within 12 hours of the confirmed booking will result in services being charged at the full rate.

8.2: All cancellations of services made between 12-24 hours of the confirmed booking will result in services being charged at 50%.

8.3: All cancellations of services over 24 hours before the confirmed booking will either be refunded in full or credited to your account for the following unpaid booking.

9. PAYMENTS & LATE PAYMENTS

9.1: LRSDS will send weekly booking conformation, including amount payable and payment due date.

9.2: You (the Client) agree to pay for services in a timely manner, via bank transfer to the bank details provided to you (the Client), on the payment due date.

9.3: When making a bulk booking for any service (more than one per week), you (the Client) agree to pay for the full week's bookings on the first day that LRSDS attends.

9.4: Under the Late Payment of Commercial Debts Act 1988 amended 1998 & 2002, LRSDS reserves the right to impose an initial late payment fee of £3.00 should payments reach two days overdue, and £1.00 per day thereafter, until payment is received in full.

9.5: Your booking capabilities will be frozen if there is still a balance outstanding unless you (the Client) and LRSDS have agreed otherwise for that week's bookings.

9.6: LRSDS reserves the right to terminate the service agreement entirely if a balance has been outstanding for more than 14 days.

9.7: All regular clients have 4 weeks non-chargeable holiday. Two weeks of this is usually reserved for the Christmas period.

9.8: If any other walks are booked off, on top of the non-chargeable 4 weeks, a retention fee of 25% of your (the Client's) usual weekly payment is required to secure the regular slot. This will be calculated on the previous four weeks payments.

9.9: LRSDS will hold digital invoices for each weekly booking. You (the Client) must indicate whether you would like copies of your invoices on the Dog Walking Consent form.

10. DURATION OF THE SERVICE AGREEMENT

10.1: Where this service is a regular arrangement over a period of time (more than five appointments per month), you (the Client) agree to a one-week notice of termination of the agreement.

10.2: If you (the Client) no longer need walks during the notice period, a 50% charge of the usual booking amount will be required. This will be based on an average of the previous four weeks for ad-hoc clients.

10.3: Should any dog become aggressive or dangerous, LRSDS may terminate this service contract with immediate effect.

10.4: Any wrongful or misleading information in the Dog Walking Consent forms may constitute a breach of terms of this service agreement and be grounds for instant termination thereof.

10.5: Termination under the circumstances described in 10.3 or 10.4 above shall not entitle you (the Client) to any refunds nor relief of any outstanding payments due.

10.6: If LRSDS should need to terminate the agreement under any circumstances except for those listed in 10.3 or 10.4, a one-week notice termination will be issued, to allow you time to find alternative arrangements.

11. RELATIONSHIP & RESPONSIBILITIES

11.1: It is expressly understood that you (the Client) retain the services of LRSDS as an Independent Contractor and not as an employee.

11.2: LRSDS agrees to perform services in an attentive, reliable, and caring manner, and you (the Client) agree to provide all necessary information to assist in this performance.

11.3: LRSDS agrees to notify you (the Client) of any occurrence pertaining to the dog(s) which may be relevant to the care and well-being of the dog(s).

11.4: You (the Client) are responsible for disclosing any information that could be harmful to the health and welfare of other animals or people, in the form of aggression or diseases.

11.5: You (the Client) agree to provide keys / arrange for keys to be available for LRSDS to gain access for the agreed booking(s).

11.6: LRSDS agrees to keep safe and confidential all keys, access codes, and personal information regarding you (the Client), and to return the key(s) at the end of the contract period, or immediately upon request.

11.7: Keys are to be given to LRSDS untagged, with no identifiable information attached. LRSDS will then tag the keys using a first name only.

11.8: LRSDS agrees to give as much notice as possible for a personal cancellation. In this instant, you (the Client) will receive a full refund or credit for the following unpaid walk.

11.9: LRSDS is entitled to 4 weeks unpaid holiday each year. Two of which are usually reserved for the Christmas period.

11.10: LRSDS reserves the right to use photos of your (the Client's) dog(s) on www.lrsdogservices.co.uk and other social media platforms. If you (the Client) wish to withdraw consent to the use of photos, you must indicate this on the Dog Walking Consent form.

12. LIABILITY & INDEMNIFICATION

12.1: LRSDS accepts no liability for any breach of security, loss of, or damage to your (the Client's) property if any other person has access to the property during the term of this service agreement.

12.2: LRSDS shall not be liable for any mishap of any nature which may befall a dog or be caused by a dog who has unsupervised access to the outdoors at home.

12.3: You (the Client) shall be liable for all medical expenses and damages caused by their dog(s) whilst in the care of LRSDS.

12.4: LRSDS is released from all liability related to transporting dog(s) to and from a veterinary practice, the medical treatment of the dog(s), and the expense thereof.

12.5: You (the Client) agree to waive and release LRSDS from any liabilities of any nature from the actions of yourself (the Client), your dog(s), or anyone who holds a key to your (the Client's) property; except those arising from negligence or wilful misconduct on the part of LRSDS.

13. INSURANCE

13.1: LRSDS agrees to hold valid insurance for all services provided.

13.2: LRSDS is insured by PETPLAN SANCTUARY for the following:

13.2.A: Care, Custody and Control of Animals

13.2.B: Custodial Responsibility

13.2.C: Loss or Theft of Keys

13.2.D: Public Liability

13.2.E: Professional Indemnity

**BY SIGNING THE 'DOG WALKING CONSENT FORM',
YOU AGREE TO THE TERMS AND CONDITIONS FOR
SERVICES PROVIDED BY LRS DOG SERVICES.**

