



Service Agreement

Terms & Conditions

Thank you for choosing Sunnywalkz. Please note that your use of and access to Sunnywalkz services is conditional upon your acceptance and compliance with the terms and conditions outlined in this service agreement.

1. Sunnywalkz agrees to provide dog walking, dog sitting or other applicable pet care services in a reliable, caring and trustworthy manner, and as such is released from any claims, unless arising from the negligence or wilful misconduct on the part of Sunnywalkz. Sunnywalkz will hold and maintain appropriate insurance.
2. The client acknowledges that Sunnywalkz allows for off leash play, which includes interaction with other dogs and the environment, and as such, accepts that injuries can occur. Sunnywalkz will not be held responsible for any injuries sustained in the course of this play.
3. In the event of injury or illness, Sunnywalkz reserves the right to administer first aid and/or transport the dog to a vet if necessary. Any costs involved with veterinary treatment are the sole responsibility of the client.
4. The client agrees that all dogs accepted must be in good health, and up to date with all vaccinations and flea/tick treatments.
5. Sunnywalkz is unable to provide group service to dogs in heat, or to non desexed male dogs that begin to display aggressive or procreative behaviour.
6. The client agrees to divulge any known behavioural/aggression problems that their pet has with other animals, humans, toys or food. The client is solely responsible for any harm or injury caused by their pet whilst in the care of Sunnywalkz.
7. The client agrees to notify Sunnywalkz of any concerns within 24hrs of completion of any service.
8. The client is responsible for providing access to the dog on scheduled dog walking days, including providing keys/swipe cards/fobs necessary for access. If Sunnywalkz is unable to gain access to the dog, the walk will still be charged at the full rate.
9. The client agrees to abide by all local council legislation and ensure that their pet is microchipped, registered and wearing a collar or tag with ID and contact details. In the event that a council ranger establishes any of these requirements are not met and issues a fine, this fine will be the sole responsibility of the client.
10. The client agrees to provide appropriately fitted collar/harness.
11. Sunnywalkz agrees to provide service despite inclement weather, however reserves the right to cancel service in extreme weather conditions including, but not limited to, electrical storms, high temperatures, dangerous winds or flooding.



12. The client acknowledges that water, mud, dirt, sand, bindis, prickles and grass are all found in our walking locations, and as such can impact on the condition of a dogs coat. Sunnywalkz will provide towel drying and remove any obvious debris where time allows, however it is accepted that dog grooming is solely the responsibility of the client.
13. The client agrees to pay all charges accrued for services rendered. Client understands that payment is due by the **Friday of each week**, with invoices sent on Thursday evening. All payment information will have been provided in advance by Sunnywalkz. Late fees may apply.
14. All dog walks must be cancelled **no later than 5pm the day prior to scheduled service**. In these instances, no charge will be incurred. Cancellation made after 5pm will incur a full charge.
15. The client agrees to Sunnywalkz posting photos of their dog(s) on social media platforms or in advertising materials, unless communicated in writing otherwise.

Acceptance of terms and conditions

Once service is confirmed and payment is made, it is deemed that the client has read and accepted all terms and conditions outlined above. This agreement supersedes any prior understanding or representation preceding this service agreement and confirms there are no other promises, conditions, understandings or other agreements, whether oral or written, in place regarding this subject matter.

Terms and conditions are subject to change, however clients will always be notified of said changes.

Any queries or concerns should be made in writing before first/next service.

23rd July, 2023.

Updated December 2023.