



## Dog walking Agreement

### Client authorisation & terms

1. I agree to provide keys / arrange for keys to be available for 'Scruffs Services' dog walking / pet sitting / pet taxi / small animal care / puppy visit arrangements.
2. I authorise 'Scruffs Services' to obtain any emergency veterinary care that may be necessary during the time spent with my pet. Every effort will be made to contact the owner before obtaining emergency care. I accept responsibility for any charges related to this emergency care. I also authorise 'Scruffs Services' to use an alternative veterinary surgeon in the event my regular veterinarian is unavailable.
3. I agree to compensate 'Scruffs Services' for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
4. I understand I will be responsible for any medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. I agree to cover and hold harmless 'Scruffs Services' in the event of a claim by any person injured by the pet. I accept full liability for any loss or damage caused by my dog whilst being walked.
5. I agree to notify 'Scruffs Services' of any concerns/complaints within 24 hours of any appointments.

6. I understand I must state if my pet shows aggression in any way. I understand I must fully disclose any quality or characteristic problems that might make my dog not suitable for walks 'Scruffs Services' will not care for pets that imperil their safety or others.

### Scruffs Services **Responsibilities**

7. Scruffs Services agrees to provide the services stated in this agreement in a reliable, kind, and trustworthy manner. In consideration of these services and as an express condition thereof, the client specifically waives and relinquishes any and all claims against Scruffs Services, its employees, or assignments, except those occurring from the negligence of the Dog walker

8. Scruffs Services accepts no responsibility for the security of the premises or loss if other individuals have access to the home during the term of this agreement. During all assignments, dog walking will only be carried out by Scruffs Services owner or employees, unless prearranged with the client. Scruffs Services accepts no responsibility for damages to the property if other people have access to the property.

9. Scruffs Services will not let any dog off his/her lead unless the owner has given written consent and feels confident in the dog's recall.

10. If unforeseen circumstances occur when Scruffs Services cannot attend to your dog's needs due to illness etc, you will be notified straight away.

11. Scruffs Services is not responsible for damage sustained by a pet escaping because of a faulty lead/collar or a collar that is not properly fitted.

12. Scruffs Services will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.

13. It is clearly understood that Scruff Services shall not be held responsible for any damage to the client's property, or that of others, caused by the client's pets during the period in which they are in its care. The client has advised Scruffs Services of all situations, which will relieve it of liability for damage.

14. This agreement is valid for all future walks until a new agreement is signed. Scruffs Services reserves the right to terminate this agreement at any time, at its sole discretion. The client may terminate this agreement at any time with one month's notice.

15. Scruffs Services agrees to love and care for your pet whilst you are away or at work.

## **Cancellation Policy**

### **Permanent slots**

If permanent days are booked each week continuously, you will be paying for the permanent slot whether it is used or not. Any cancellations will be at your discretion and will still be chargeable. Less than 2 weeks notice will be charged at full rate. A maximum of 12 working days can be cancelled for a holiday, anything over 12 days will be charged at a half rate to keep your slot.

### **Non-Permanent slots**

Infrequent walks require a minimum notice of 1 week for cancellation, less than this will result in a cancellation fee (50% off the total charge)

## **Payment**

Invoices will be sent out 5-7 days before they are due to be paid. The date they will be sent will be dependant on if you are paying monthly or weekly. This can be done by bank transfer only. Cash payments may be left weekly on the first walk of the week. If payment is late, a late charge of £2.50 per day should be added to your invoice.

## **Leads**

Suitable leads must be provided. If your dog pulls excessively, please provide a lead to cater to this. If suitable leads are not provided, appropriate leads owned by the dog walker will be used. If you do not wish this to happen please inform the dog walker.

## **Training**

Scruffs Services will inform you of any issues they may have when walking/looking after you dog. A further discussion can be put in place to allow time for training during the walks/pop-ins.

## Walk Charges (as of 3rd June 2024)

Please find our prices for 1-hour, 30-minute walks as well as our pop-in visits:

Details	Price	Additional dog
1-hour walk	£15.00	£5.00
1-hour visit in pouring rain or hot/humid weather: 50-minute walk, 10-minute dry/cool time. Wipe paws, freshwater, food, note, cuddles and house lock up.	£15.00	£5.00
30-minute walk	£10.00	£5.00
30 minute visit in pouring rain or hot/humid weather: 20 -minute walk, 10-minute dry/cool time. Wipe paws, freshwater, food, note, cuddles and house lock up.	£10.00	£5.00

### POP-IN VISITS:

A pop in will be allocated time spent with your dog in your home, this can be used to do basic training, enrichment time or simply letting them out for a wee in the garden and playing with toys – It is completely tailored to what you want.

15-minute pop-in visit	£7.50	£2.50
30 minute pop-in visit	£10.00	£2.50
1 hour pop-in visit	£15.00	£2.50

## **Weather**

### **Heat**

When the weather is extremely hot and it's evident the dogs are struggling in the heat; hour walks will be shortened accordingly. The visit will still be 1 hour in duration but walks may be shortened to enable Scruffs Services to cool the dogs down and make sure they are comfortable before leaving. Scruffs Service will fill this time with enrichment/training/snuggles.

### **Rain and wind**

Walks will be normal unless winds are gale force, in this case, owners will be informed that walks may have to be shortened in order for Scruffs Service to reach all dogs booked in for walks due to traffic disruption.

### **Freezing, ice, and snow**

If the weather is below freezing and paths are icy walks may be cancelled due to safety issues. If it is safe for Scruffs Services to travel, the visit will be a pop-in instead of a walk.

### **Dog Walker days off**

1 month's notice will be given for any days off being taken by the dog walker.