

TERMS & CONDITIONS

DOG WALKING

Terms and Conditions



Dog Walking Agreement

Client authorization & terms 2022

1. I agree to provide keys / arrange for keys to be available for **(Trail Tails)** dog walking /pet taxi / Puppy visit arrangements.
2. I authorize **(Trail Tails)** 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 prior to obtaining emergency care. I accept responsibility for any charges related to this emergency care. I also authorize **(Trail Tails)** to use an alternative veterinarian in the event my regular veterinarian is unavailable.
3. I agree to compensate **(Trail Tails)** 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 **(Trail Tails)** 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 **(Trail Tails)** 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. **(Trail Tails)** will not care for pets that imperil their safety or others.

(Trail Tails) Responsibilities

7. **(Trail Tails)** 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 **(Trail Tails)**, its employees, or assignments, except those occurring from the negligence of the Dog walker

8. **(Trail Tails)** 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 **(Trail Tails)** owner or employees, unless prearranged with the client. **(Trail Tails)** accepts no responsibility for damages to the property if other people have access to the property.

9. **(Trail Tails)** will not let any dog off his/her lead unless the owner has given written consent.

10. If unforeseen circumstances occur when **(Trail Tails)** cannot attend to your dog's needs due to illness etc, you will be notified straight away.

11. **(Trail Tails)** 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. **(Trail Tails)** 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 **(Trail Tails)** 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 **(Trail Tails)** 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. **(Trail Tails)** reserve 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. If CCTV cameras and internal cameras are installed, the walker must be made aware of this before the assignment starts. Please inform your pet sitter about your home security system and provide them with codes to enable easy access to the property.

16. **(Trail Tails)** agree to love and care for your pet whilst you are away or at work.

Cancellation Policy

Permanent slots

If Permanent slots are wanted on pacific times of days please let staff know. If you decide not to continue with permanent slots you place will be given to the next client that wants them.

if you decide to cancel a booking you have to give a weeks notice or you will be charged.

Non-Permanent slots

Infrequent walks require a minimum notice of 1 week for cancellation, less than this will still be chargeable.

Payment

Invoices will be sent out the same days as the walk was completed. They are due to be paid the same day. This can be done by bank transfer only. Cash is not excepted. A reminder that the balance is due will be sent out. If not paid the same day. If a payment is over due by three or more days a late charge of £3 per day should be added to your invoice.

Leads

It is extremely important that suitable leads are 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.

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 **(Trail Tails)** to cool the dogs down and make sure they are comfortable before leaving.

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 **(Trail Tails)** 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.

Dog Walker days off

5 days' notice will be given for any days off the dog walker will be absent from walks.

*Client name: _____

*Date: _____

*Your signature: _____

(Trail Tails)

Dog walker: _____

Date: _____

Signature: _____

Some suggestions before you leave

- 1 . Make sure your contact details are correct and up to date before you leave
2. Inform neighbors you will be away, as well as friends and family to avoid any confusion. Leave a spare set of keys with someone you trust in case they are needed.
3. If you have an alarm system please make arrangements with the security company for a code and password specifically for your pet sitter to use in case of an emergency.
4. Please stock up on supplies before you leave including, food, medication, toys, blankets, treats, cleaning, and grooming equipment.

*Client name: _____

*Date: _____

*Your signature: _____

[Your business name here:]

Dog walker: _____

Date: _____

Signature: _____

INTRODUCTION FORMS

DOG WALKING

Introduction Forms



Contact and Client Profile

Please print clearly using blue or black ink. Fill in all applicable fields to your best knowledge

Client Contact information

Clients full name

Address

Mobile number

Email address

Work Number

Emergency Contact Information

Emergency contact name

Do they have a key?

Y N

Relationship to owner

Mobile number

Work Number

Email address

Vet information

Vet name

Vet address

Phone number

Opening hours

Email address

Dogs Information

Dogs name	Dogs age		
Breed	Sex	M <input type="radio"/> F <input type="radio"/>	
Neutered/Spayed	Y <input type="radio"/> N <input type="radio"/>	Fully vaccinated	Y <input type="radio"/> N <input type="radio"/>
Up to Date with flea and tick treatments			Y <input type="radio"/> N <input type="radio"/>
Is your dog insured?		Y <input type="radio"/> N <input type="radio"/>	
Dog tag on collar	Y <input type="radio"/> N <input type="radio"/>	Crate used	Y <input type="radio"/> N <input type="radio"/>
Micro chipped	Y <input type="radio"/> N <input type="radio"/>	Insurer	
Treats allowed		Y <input type="radio"/> N <input type="radio"/>	
Allergies/intolerances	Y <input type="radio"/> N <input type="radio"/>	More information:	
<hr/> <hr/>			
Medical conditions	Y <input type="radio"/> N <input type="radio"/>	More information:	
<hr/> <hr/>			
Please tell us about your dogs temperament			
<hr/> <hr/> <hr/> <hr/> <hr/>			
Distinguishing features:			
How does your dog react to being in a car?			
<hr/> <hr/>			
Any limited or impaired sensory functions?			
<hr/>			
Does your dog need feeding?	Y <input type="radio"/> N <input type="radio"/>	If so, how much?	
<hr/> <hr/>			
Is your dog allowed off lead?	Y <input type="radio"/> N <input type="radio"/>	If so please sign off lead waiver *	
<hr/>			

Dogs Information continued...

Has your dog ever shown signs of aggression towards a person or another dog?

(growls, lunges, snaps, bites)

Y N

Please explain below: If your dog shows aggression we will be unable to care for them due to insurance issues

Any behavioural concerns (guarding things, noise phobias, etc)

Does your dog require a muzzle?

Y N

Does your dog have good recall?

Y N

If yes, please give details:

How does your dog respond to the following

Cats

Dogs

Birds

Squirrels

Please indicate where the following are kept

Towel

Lead/collar

Toys

Treats

Brushes

Cleaning supplies

My dog loves:

My dog hates:

Dogs walk details

Walk days

Walk duration

Group walks or individual walks

Walk requirements.

Payment weekly/monthly

Weekly

Monthly

House information

Will you be providing a key

Yes

No

If no please give details of how we will enter home

Will there be anyone in your home?

Yes

No

Will house alarm be on

Yes

No

Code

Restricted areas of the house

Yes

No

Please specify

Which door will I be entering from?

Client consent

Client name

Date

Client signature

Dog walker name

Date

Dog walker signature

MEET & GREET CHECKLIST

Meet & Greet Checklist



Here are some of the things you should be discussing at a meet and greet. Most of these questions will be in your introduction forms also.

● **Client Information:** Collect the client's full name, address, phone number, and email address.

● **Dog's Basic Information:** Note the dog's name, breed, age, gender, and weight.

● **Vaccination Records:** Confirm that the dog is up-to-date on vaccinations, especially rabies and distemper.

● **Medical History:** Ask about any known health issues, allergies, or medications the dog may need.

● **Dietary Needs:** Inquire about feeding schedules, food types, and any dietary restrictions.

● **Behavioral Traits:** Understand the dog's temperament, including any aggressive behaviors or fears.

● **Training History:** Determine if the dog has received obedience training and if there are specific commands to use.

● **Walking Preferences:** Ask about preferred walking routes, distances, and the dog's exercise needs.

● **Leads and Equipment:** Confirm the type of leash, harness, or collar used, and any specific walking instructions.

● **Socialization:** Discuss the dog's comfort level around other dogs, animals, and people.

● **Bathroom Routine:** Understand the dog's bathroom habits, including frequency and preferred locations.

- **Emergency Contacts:** Gather emergency contact information, including the client's vet and a backup contact.
- **Home Access:** Discuss key access, security systems, or any specific entry instructions.
- **Safety Concerns:** Identify any hazards or safety concerns specific to the home or neighborhood.
- **Weather Considerations:** Understand how the dog handles various weather conditions, including heat, cold, and rain.
- **Cancellation and Rescheduling Policy:** Explain the policies for canceling or rescheduling walks.
- **Additional Services:** Inquire if the client is interested in additional services, such as feeding, grooming, or playtime.
- **Payment Details:** Discuss the payment schedule, methods of payment, and any packages or discounts available.
- **Client Expectations:** Clarify the client's expectations for communication, including progress updates or photos.
- **Dog's Routine:** Ask about the dog's daily routine, including meal times, naps, and playtime to ensure consistency.
- **Special Commands:** Confirm if the dog responds to any unique or specific commands, such as "leave it," "wait," or "heel."
- **Handling Anxieties:** Discuss any known triggers for anxiety (e.g., loud noises, certain locations) and how the owner manages them.
- **Water Access:** Ask if the dog needs to carry water during walks, especially in warm weather, and if there's a preferred method for hydration.
- **Dog's Preferred Toys:** Identify any favorite toys or activities the dog enjoys during or after the walk.
- **Post-Walk Routine:** Clarify any post-walk routines, such as wiping paws, checking for ticks, or administering treats.
- **Agreement and Liability Waiver:** Review and sign a service agreement and liability waiver, ensuring both parties are clear on terms.

WEATHER POLICY

Weather Policy



Weather Policy

Heat

In the provision of dog walking and pet care services, it is imperative to prioritize the safety and well-being of the animals in our care. Weather conditions play a pivotal role in ensuring optimal service delivery, and, consequently, I have implemented a stringent policy to address potential adverse weather effects.

It is crucial to avoid walking dogs in temperatures exceeding 20 degrees Celsius (66 degrees Fahrenheit) as it poses significant risks to their well-being. Dogs are more susceptible to heat stress and overheating due to their limited ability to cool down through sweating. In warmer temperatures, dogs primarily rely on panting to regulate their body temperature. When exposed to heat beyond 19 degrees Celsius, they may struggle to dissipate the excess warmth, leading to heat exhaustion or, in severe cases, heatstroke.

To safeguard the health and well-being of your dogs, it is essential to schedule walks during cooler parts of the day. In cases where rescheduling is not possible, we have alternative arrangements in place. Walks may be substituted with time in the garden for your dog to relieve themselves, with access to shade and fresh water. If the client is present, we can transport your dog to a shaded area for a brief toilet break, though walks may be shorter. Despite any adjustments, our commitment remains steadfast. We will allocate extra time to cool down your dog, offering cuddles and playtime to ensure their comfort and safety. This approach reflects our dedication to delivering quality care while adapting to weather conditions for the well-being of your beloved pets.

Snow & Ice

Adverse weather conditions, such as snow and ice, can pose challenges for our dog walking services, impacting our ability to reach each client safely and punctually. We kindly request your understanding that, in the event of inclement weather, delays may occur, necessitating adjustments to the duration of walks to accommodate all clients. Any modifications to the service will be reflected transparently in your subsequent monthly invoice. Our commitment to the safety of both our clients and our team remains paramount, and we appreciate your cooperation and understanding in instances where weather conditions may impact the regularity and length of scheduled walk

Storms

Recognizing the individual preferences and sensitivities of dogs, we acknowledge that adverse weather, particularly wind and rain, may deter some pets from participating in walks. In such instances, we will gently encourage them to venture outside for necessary relief, and subsequently, we will remain on-site, engaging in attentive and interactive activities until the scheduled walk duration elapses. It is our priority to ensure the well-being and comfort of each pet under our care.

In the event that walks are canceled entirely due to adverse weather conditions, our standard cancellation policy will be enforced. This policy outlines the terms and conditions associated with cancellations and is implemented to maintain operational efficiency while accommodating the needs of both our clients and their beloved pets. We appreciate your understanding and collaboration in adhering to these policies, which are designed to uphold the highest standards of care for your furry companions.

We are committed to providing transparent communication regarding the safety of your pets, particularly in adverse weather conditions. Our foremost responsibility is to ensure the well-being and security of your beloved animals, and in instances of challenging weather, we will consistently apprise you of our proposed course of action. This policy is designed to reinforce our dedication to the comprehensive care of your pets, allowing us to make informed decisions that prioritize their safety and comfort. Your understanding and cooperation with this policy are invaluable in facilitating our commitment to delivering optimal care for your cherished companions.

**VETERINARY
RELEASE**

Veterinary Release Form



Veterinary release

I { } agree to the following statements in case of an emergency at the (Trail Tails)

In the event my dog needs emergency veterinary care due to an accident or illness I give permission for {Business name} to seek emergency veterinary care for my dog {dogs name} if every effort has been made to contact me and I am not present.

I understand {(Trail Tails)} works hard to prevent accidents and injuries and that such problems may occur no matter how well we care for your dog.

I understand that efforts will be made to seek veterinary care from my listed vet on my introduction forms but if this is not possible I give permission for an alternative veterinary practice to treat my dog. I also give permission for the alternative vet to have access to my dog's medical records.

I give my permission for my dog to be safely transported to the veterinary clinic or for on-site care to be provided.

I will assume full responsibility for the payment and reimbursement of any veterinary care rendered and agree to reimburse any money paid within 14 days of the incident.

I understand {(Trail Tails) } will not be held liable for any injury or loss and is released from any responsibility related to transportation, treatments given, or any costs that may arise.

Dog walker:

Date:

Signature:

DROP OFF &
PICK UP

Drop Off and Collection



Pick-up and Drop-off Policy

PICK UP

A pick-up time will be pre-arranged with you as per agreed during consultation.

Please leave leads out in the kitchen visible. We will provide leads if required.

Your dog will be taken on an agreed walk either locally or transported to a park in our van.

DROP OFF

We will walk your dog for the agreed time and drop them off at your house 5 minutes before the hours up.

This is to allow us to dry paws, get your dog comfortable and give fresh water and treats or food if specified.

If for some reason we are delayed we will keep you updated.

PACK WALK POLICY

Pack Walk Policy



Pack Walk Policy

Here at (Trail Tails), we do not walk dogs in large packs. This is due to safety and minimizing any risks to the dogs, the walker, and the general public

Our main priority here at (Trail Tails) is safety and under no circumstances will we walk your dog in a large pack. The maximum amount of dogs we walk together is (insert your maximum number) This is also recommended by our insurance and set out in their policy. We are not covered to walk more than (x) dogs at one given time.

We understand that Dogs love to socialise and how beneficial it is for them, that's why we are confident that our policy of no more than (x) dogs is perfect for your dog's benefit.

Here at (Trail Tails) , we need to think about the safety of ourselves, the dogs we walk, and the general public. Pack walks can be intimidating for other dog walkers especially if their dog is of a nervous disposition and we need to keep this in mind. There is also the risk of transmitting disease and illness quickly amongst the dogs no matter how careful we may be.

When there is a large group walk there is more likely to be bullying and intimidation within the group. Smaller dogs may feel threatened therefore they will not enjoy their walks and this is not what we want. When walking in large groups some dogs may actually develop a feeling of hostility or even fear toward new unfamiliar dogs rather than acquiring new friends. Here at (Trail Tails), we want every dog to look forward to their walks and enjoy every second with their friends and us.

We also must think very carefully about how we would deal with a fight if one broke out. It's common sense that a large pack of dogs would be very hard for one person to handle and again relays why we do not walk in large groups. It's important to realise that dogs cannot be expected to get along all the time so we here at (Trail Tails) have this policy of a maximum of (x) so that everyone is safe and having the best time on their walks.

OFF LEAD CONSENT

Off-Lead Consent



Please make sure you read our off-lead/leash terms carefully & agree to each point. If you do not agree then we will be unable to let your dog off lead.

1 I give consent for (Trail Tails) to allow my dog off lead in a secure environment where there is no threat to their safety.

2 My dog has good recall and will return to walker when called

3 Any incidences or accidents that result from my dog being off lead will be my responsibility. I relinquish (Trail Tails) of any liability

4 If my dog needs vet care as a result of being off lead i agree to cover all expenses and the expenses of the dog walker for their loss of earnings and time

5 If (Trail Tails) feels my dog is not suitable to be off lead, I agree for my dog to be walked their lead.

6 My dog shows no signs of aggression towards any other animal or human

I agree with all of the above statements and am happy for my dog to be allowed off lead

Name: _____ Date: _____

Signed: _____

Dog walker name: _____ Date: _____

Signed: _____

DATA PROTECTION



DATA PROTECTION / PRIVACY POLICY

(Trail Tails) takes the privacy of our clients very seriously and will never share or disclose any of your details to third parties, with the exception of your nominated vet. You may have access to any of your data at any given time.

Our Privacy Policy is required as a part of the General Data Protection Regulation (GDPR), it is necessary for us to inform you of the information we keep about you and your dog, how we use it, and how it is stored.

We store the following information about your dog on their consent forms and which will be locked away securely each night or if sent digitally they will be secured by password on our computer.

Your name, address, email address, and emergency contacts, all of which you will have provided in your consent forms.

- Your dog's age, breed, color, gender, etc.
- If your dog has likes/dislikes during their walks
- If your dog has been nervous, excited, or aggressive during their walks
- Any medical issues that you have provided us with?
- The amount you spend on walks with us.

Data Protection



We will only use your personal information in the following ways:-

- to respond to any inquiries made by yourself to us
- to send appointment reminders via email and text message
- to send any special vouchers or promotions
- for market research purposes
- for record keeping purposes
- to deal with inquiries and complaints
- to contact you about your appointment, dog collection or drop off, cancellations, rescheduling, or emergencies
- To ask you for a review

It is an explicit requirement that we have a minimum of your name, address, and phone number so that we can send walk updates reminders/changes or if we urgently need to contact you when your dog is in our care.

Unfortunately, we CAN NOT accept a dog for dog walking without valid, up-to-date contact details.

Your name and contact number will also be stored on my mobile phone to enable me to contact you in cases of emergencies, walk updates, and appointment reminders.

No other details are held on my mobile phone.

This information will not be available to anyone other than me and will be protected by a passcode only I have access to.

Data Protection



You may ask to view your details at any time.

If you would like your information destroyed please let us know and we will do so at your request.

Any non-returning customer details will be destroyed within 1 year of non-attendance on walks

We send out newsletters that you can opt out of at any time. We will ask your permission before adding you to our mailing list.

We like to take pictures of our walks to share on our socials, we will only share if you have agreed for us to do so in our consent forms. All photos taken are copyright of (Trail Tails).

**SOCIAL MEDIA
RELEASE**

Social Media Release



Social Media Release Form

We love to take photos during our walks and share them on our social media channels. We like to share your dog's experience with us and will also communicate this on social media with your permission.

By signing this release form you are giving us permission to share your dog's photos and experience on social media and for use in our marketing and future promotions.

We completely understand and respect your decision if you would prefer us not to use photos of your dog online.

Please select:

- I [dog owner] hereby grant [Trail Tails] permission to use photographs/videos of my dog during their walks, in publications, newsletters, social media, and online.

Please select:

- I do NOT grant permission for my dog's photos to be used online, on social media or in any marketing materials

Clients name:

Date:

Signature:

PHOTO / VIDEO
RELEASE

Photo / Video Release



Photo / Video Release Policy

I, the undersigned, hereby grant (Trail Tails) permission to use and publish photographs and/or videos taken of my pet during their time with you.

I understand and agree that the images or footage captured may be used in various media, including but not limited to promotional materials, websites, social media platforms, advertisements, and other publications. This grant of permission includes the right to edit, reproduce, distribute, display, and publish the images or videos for any lawful purpose. I acknowledge that I will not receive any financial compensation for the use of these photographs or videos.

I understand that once the images or videos are published, they may be publicly accessible, and (Trail Tails) cannot control the use or distribution by third parties. I hereby release and discharge (Trail Tails), its employees, and any third parties acting under its authority from any claims, liabilities, demands, actions, causes of action, costs, and expenses arising out of or in connection with the use of the photographs or videos, including but not limited to any claims for defamation, invasion of privacy, or infringement of moral rights.

I represent that I am the owner of the pet and have the authority to grant this release on their behalf.

Pet Owner Full Name _____

Signature: _____ Date: _____

[Business Name] _____

Signature: _____ Date: _____

CANCELATION POLICY

Cancellation Policy



Cancellation Policy

To ensure the smooth operation of our business and to accommodate the diverse needs of our clientele, we have established the following terms and conditions regarding payment, cancellations, and slot management:

Cancellation Policy: We kindly request one month's notice for any cancellations, including those due to holidays or sickness. This advance notice enables us to optimize our scheduling and allocate available slots to clients with evolving monthly requirements. Should a full month's notice be provided, no additional charges will be incurred. This policy enables us to seamlessly fill vacant slots with clients seeking varied walk schedules each month.

Permanent slots

If Permanent slots are wanted on specific times of days please let staff know.

If you decide not to continue with permanent slots your place will be given to the next client that wants them.

If you decide to cancel a booking you have to give a week's notice or you will be charged.

Non-Permanent slots

Infrequent walks require a minimum notice of 1 week for cancellation, less than this will still be chargeable. Non-permanent slot holders will not maintain a fixed schedule, and walks will vary each month to accommodate the flexible needs of our clients.

Payment

Invoices will be sent out the same days as the walk was completed. They are due to be paid the same day. This can be done by bank transfer only. Cash is not accepted. A reminder that the balance is due will be sent out. If not paid the same day. If a payment is over due by three or more days a late charge of £3 per day should be added to your invoice.

To initiate a cancellation, please contact us promptly via phone, email.

KEY RELEASE /
RETURN

Key Release Form



This key belongs to:

Number of keys:

Address:

Collected on:

Reason for collection:

Length of holding

Indefinite



From:

Until:

Signature:

Date:

Key Release Form



This key belongs to:

Number of keys:

Address:

Collected on:

Reason for collection:

Length of holding

Indefinite



From:

Until:

Signature:

Date:

Key Return Form



This key belongs to:

Number of keys:

Address:

Returned on:

Returned by:

Signature:

Date:

Key Return Form



This key belongs to:

Number of keys:

Address:

Returned on:

Returned by:

Signature:

Date:

**TESTIMONIAL
RELEASE**

Testimonial Release



Testimonial Release

Thank you for providing a testimonial for our (Trail Tails) services. By completing this form, you give us permission to use your testimonial in any of our promotional materials. Your testimonial can inspire others and help us make a positive impact. We value your privacy and will handle your testimonial with care. Thank you for your support.

I [redacted] hereby grant permission to [redacted] (Trail Tails), to use, reproduce, and publish my testimonial regarding their [product type here] services for promoting and marketing purposes effective as of [redacted], I understand and agree that: -

The testimonial provided by me is voluntary and reflects my honest opinion and personal experience with (Trail Tails) services.

I confirm that I am of legal age and have the legal authority to grant the rights and permissions outlined in this testimonial release form.

1. Grant of Permission

a. Permission to Use Testimon

([redacted]), grant (Trail Tails) permission to use my Testimonials, including but not limited to written statements, photographs, videos, audio recordings, or any other form of expression, for promotional and marketing purposes.

b. Scope of Use:

- I understand that my Testimonials may be used in various marketing materials, including but not limited to websites, social media, print materials, and other promotional channels. .

2. Representations and Warranties

• a. Accuracy:

- I represent and warrant that the Testimonials provided are accurate to the best of my knowledge and reflect my true and honest opinion based on my experiences with the Company's products, services, or brand.
-

b. Ownership:

- I confirm that I am the rightful owner of the Testimonials and that I have the legal right to grant the Company permission to use them.

3. Release and Waiver

a. Release of Claims:

- I hereby release and discharge (Trail Tails) , its agents, representatives, employees, or any third parties acting under its authority, from any claims, demands, or causes of action arising out of the use of the Testimonials.

b. No Compensation:

- I understand that I am providing the Testimonials voluntarily and will not receive any compensation, financial or otherwise, for the use of my Testimonials.

4. Confidentiality

a. Confidentiality Clause:

- I understand that the Testimonials provided may be shared publicly, and I waive any rights to confidentiality regarding the information contained in the Testimonials.

5. Governing Law

a. Applicable Law:

- This Testimonials Release Form is governed by the laws of [GOV], and any disputes arising from or related to this form shall be subject to the exclusive jurisdiction of the court.

6. Duration and Revocation

a. Duration of Permission:

- This permission is granted indefinitely unless revoked by me in writing.

b. Revocation Procedure:

- I understand that I may revoke this permission at any time by providing written notice to (Trail Tails). Revocation will not affect any use of the Testimonials made before receiving such notice.
- (Trail Tails) has the right to edit or modify the testimonial for clarity without altering the overall meaning or intent

8. Agreement Acknowledgment

a. Electronic Signature:

- By providing my electronic signature below, I acknowledge that I have read, understood, and agree to the terms and conditions outlined in this Testimonials Release Form.

Testimonial providers name :

Testimonial providers signature:

BITCHES IN
HEAT

Bitches in Heat policy



Bitches in Heat

At (Trail Tails) , the safety and well-being of the dogs in our care are of utmost importance. We understand that bitches in heat require special attention and handling to ensure both their safety and the safety of other dogs. To provide the best possible care, we have implemented the following policy for walking bitches in heat:

Individual Walks Only: Bitches in heat will be walked individually to avoid interactions with other dogs, especially male dogs. This ensures their safety and reduces the risk of unwanted attention.

Off-Peak Walking Times: Walks will be scheduled during quieter times of the day to minimize exposure to other dogs and distractions. This helps reduce stress for the dog and keeps the walk calm.

Secure Locations: Walks will take place in secure areas away from high-traffic dog walking zones, ensuring the bitch is not approached by off-lead dogs or distracted by other animals.

Extra Supervision: The dog walker will keep the dog on a short lead at all times to maintain full control and avoid any unwanted incidents. Extra vigilance will be taken when walking near other dogs.

Owner Notification: We will always communicate with the owner prior to walking a bitch in heat to discuss any special needs or requests and confirm the safety measures we will take.

Cancellations: If an owner prefers, walks for bitches in heat can be postponed or canceled during this time, and no cancellation fee will be applied.

By adhering to this policy, we aim to ensure a safe, stress-free experience for bitches in heat and provide peace of mind to their owners. Please reach out to us if you have any further questions regarding this policy.

Bitches in Heat policy 2



Bitches in Heat

At (Trail Tails), the health and safety of all dogs under our care are our top priority. Due to the risks associated with walking bitches in heat, we have established the following policy to ensure their well-being and the safety of other dogs.

No Walks During Heat: We do not walk bitches while they are in heat. This is to prevent unwanted attention from male dogs, which can lead to stressful or dangerous situations. Additionally, a bitch in heat is more susceptible to potential accidents or confrontations, which we aim to avoid at all costs.

Alternative Care - Garden Visits: Instead of walks, we offer garden visits during this period. Our team will visit your home to let your dog out into your secure garden, provide playtime, and make sure they get the necessary exercise and attention in a safe environment. This ensures they stay active without the risks of being in public spaces.

Why We Do This: Walking a bitch in heat can be highly stressful not only for the dog herself but also for male dogs who may become aggressive or overly excited in her presence. It also presents risks such as unwanted breeding or confrontations with other dogs. By opting for garden visits instead, we minimize stress and ensure that your dog receives appropriate care without compromising her safety or the safety of others.

We appreciate your understanding and cooperation in following this policy. If you have any questions or would like to arrange garden visits for your dog during her heat cycle, please don't hesitate to contact us.

CAT FLAP POLICY

Cat Flap Policy



Cat Flap Policy

At (Trail Tails) , we prioritize the safety and well-being of every pet under our care. While we primarily focus on dogs, we understand that some clients may also have cats with access to a cat flap. This policy outlines our approach to managing homes with cat flaps during our dog walking visits.

1. Responsibility for Cats: Our dog walking services are dedicated to the care and exercise of dogs. While we are aware of cats' presence, our primary focus during visits will be on your dog(s). We will ensure any cats that enter or exit through a cat flap do so without intervention on our part.

2. Access and Security: If you have a cat flap that allows your cat to come and go freely, please let us know about any special requirements or settings, such as timed locking features or microchip access. We will not adjust cat flap settings unless specifically requested and will ensure the flap is secure if needed.

3. Outdoor Access for Cats: If your cat has outdoor access via the cat flap, we ask that you inform us of any specific instructions or concerns regarding their outdoor habits. Our walkers will remain vigilant about closing doors behind them to prevent accidental escapes or unauthorized access to areas without cat flap protection.

4. Communication of Concerns: If we observe any issues with the cat flap or encounter your cat needing assistance, we will inform you immediately. We recommend a secure setup for the cat flap to prevent unintended access by other animals, especially during our dog walking times.

5. Liability for Cats' Outdoor Activity: As part of this policy, we do not take responsibility for the whereabouts or safety of cats that access the outdoors through a cat flap. While we will exercise reasonable care to prevent any interference with their routine, outdoor access for cats will remain at the owner's risk.

This policy helps us ensure that both your dog and cat can enjoy safe, stress-free experiences while you're away. If you have any specific requests or instructions regarding your cat's routine, feel free to reach out!

DAMAGE POLICY

Damage Policy



Damage to clothing & Equipment

At (Trail Tails), we understand that dogs can sometimes cause accidental damage to clothing, equipment, or other items used by our dog walkers during their walks. To ensure clarity and fairness for all parties, the following policy outlines how we handle situations involving damage caused by a dog.

Responsibility for Damages: If a dog damages the walker's clothing, equipment, or personal belongings (such as leads, harnesses, bags, or devices) during the walk or visit, the owner may be responsible for covering the cost of repair or replacement. This includes situations where the dog exhibits destructive behavior, such as chewing, biting, or excessive pulling.

Assessment of Damage: In the event of any damage, the dog walker will notify the owner immediately and provide photographic evidence where possible. We will assess the extent of the damage and discuss repair or replacement options with the owner in a fair and transparent manner.

Owner's Liability: While minor wear and tear is expected during the normal course of dog walking, any significant damage caused by a dog's actions may result in a request for compensation from the owner to cover the cost of repair or replacement. This applies to damage resulting from behavior that is not typical of a well-behaved or trained dog.

Prevention Measures: We encourage all owners to ensure their dog is properly equipped with suitable leads, harnesses, or muzzles (if necessary) and to inform us in advance of any behavioral issues that may increase the likelihood of damage. If the dog has a known history of destructive behavior, we will work with the owner to take appropriate preventative measures to avoid incidents.

Communication: Open and honest communication between the owner and the dog walker is essential. If any concerns about a dog's behavior arise, we will discuss these with the owner to find a solution that works for both parties and ensures the ongoing safety of both the walker and the dog.

HOME ACCESS POLICY

Access to home



Access to home

As your trusted dog walker, it is essential that we have reliable access to your home to ensure the care and well-being of your pet during scheduled walks. To make sure walks go smoothly, the following policy applies to access to your home:

1. Key or Access Information

Clients are responsible for providing a working method of access to their home, which may include:

- A key to the property.
- Keyless entry codes (e.g., door or garage codes).
- Access through a designated person (e.g., concierge or family member).

All keys or access codes will be securely stored and used only for the purposes of dog walking. Any changes to access methods (such as changing locks, codes, or contact details of the person providing access) must be communicated to the dog walker at least 24 hours before the next scheduled walk.

2. Inability to Access the Property

In the event that the dog walker is unable to access the Client's home due to reasons beyond their control (e.g., locks changed without notice, malfunctioning keyless entry systems, blocked entry, or failure of designated individuals to provide access), the following will apply:

- The scheduled walk will still be charged at the full rate.
- The dog walker will make reasonable efforts to contact the Client or any emergency contact to resolve the access issue. If access cannot be gained within [Insert Timeframe, e.g., 15-20 minutes] of the scheduled walk time, the walk will be considered canceled and chargeable.

3. Client Responsibilities

It is the Client's responsibility to ensure that access to their home is available during the agreed-upon time for dog walking. This includes:

- Providing accurate keys, codes, or contact details for entry.
- Ensuring that all gates, doors, and security systems are functioning properly.
- Communicating any changes to access information as soon as possible.

4. Emergency Situations

If access cannot be gained and the dog walker believes the pet's well-being may be at risk (e.g., if a pet is locked inside for an extended period), the dog walker may take reasonable steps to address the situation, such as contacting an emergency contact or animal services, if necessary. Any additional costs incurred as a result of such actions will be the Client's responsibility.

5. Cancellation or Rescheduling Due to Access Issues

If the Client anticipates any issues with access (e.g., temporary lockouts, renovations, or other factors), the Client must notify the dog walker at least [Insert Cancellation Notice Period, e.g., 24 hours] in advance to reschedule or cancel the walk without charge. Failure to provide sufficient notice may result in the walk being chargeable.

NON-DISCLOSURE POLICY

Non-Disclosure Policy



None Disclosure Policy

Effective Date: [(10/07/25).]

(Trail Tails) referred to as "the Company," is committed to safeguarding sensitive and confidential information. This Non-Disclosure Policy outlines the guidelines and expectations for employees, contractors, and any other parties with access to confidential information.

1. Definition of Confidential Information

a. Scope:

- Confidential information encompasses proprietary and sensitive data that is vital to the Company's operations, competitive advantage, or intellectual property. This includes, but is not limited to, trade secrets, financial data, customer lists, marketing strategies, proprietary technology, product development plans, and any other information not generally known to the public.

b. Exclusions:

- Information that is publicly available, rightfully obtained from a third party without a duty of confidentiality, or independently developed without reference to the Company's confidential information is not covered by this policy.

2. Duty to Protect Confidential Information

a. General Duty:

- Employees and contractors have an obligation to protect the Company's confidential information from unauthorized disclosure, both during and after their association with the Company.

b. Third-Party Obligations:

- Third parties, including vendors, consultants, and partners, may be granted access to confidential information under specific agreements. These agreements will explicitly outline their duty to maintain confidentiality.

to change at the discretion of (Trail Tails) . Last updated: [(10/07/25).].

3. Access to Confidential Information

a. Need-to-Know Basis:

- Access to confidential information is restricted to individuals with a legitimate business need. Employees are encouraged to share confidential information internally only on a "need-to-know" basis, limiting exposure to those essential to the completion of specific tasks.

b. Training:

- Employees will receive comprehensive training on identifying and handling confidential information appropriately. This includes awareness of the potential consequences of unauthorized disclosure, as well as guidance on secure storage and transmission.

4. Marking and Handling of Confidential Information

a. Marking:

- Confidential documents should be clearly marked as such to notify individuals of the sensitive nature of the information. Electronic files should be password-protected if possible, adding an additional layer of security.

b. Handling:

- Employees must take reasonable steps to prevent unauthorized access to confidential information. This includes securing physical documents in lockable storage and using secure electronic transmission methods, such as encrypted emails or secure file-sharing platforms.

5. Non-Disclosure Agreements

a. Execution:

- Employees and relevant third parties may be required to sign non-disclosure agreements (NDAs) before gaining access to confidential information. These agreements will detail the specific terms and obligations regarding the protection of confidential information.

b. Enforcement:

- Violation of an NDA may result in legal action, including injunctions and damages, as well as disciplinary action by the Company. Enforcement mechanisms will be pursued to the fullest extent of the law.

6. Permitted Disclosures

a. Legal Obligations:

- Disclosures required by law, regulation, or court order are permitted. However, employees should notify the Company's legal department before making such disclosures, if possible, to assess and address legal implications.

b. Consent:

- Disclosure may be permitted with the written consent of the Company or the individual who provided the information. Consent should be obtained in a clear and documented manner.

7. Reporting Violations

a. Internal Reporting:

- Employees are encouraged to report any suspected violations of this policy to their supervisor, human resources, or the legal department promptly. Reporting channels will be provided to ensure confidentiality and protection against retaliation.

b. Whistleblower Protection:

- The Company prohibits retaliation against individuals who, in good faith, report suspected violations of this policy. Robust whistleblower protection measures will be implemented to encourage open reporting.

8. Consequences of Violations

a. Disciplinary Action:

- Violations of this policy may result in disciplinary action, the severity of which will be commensurate with the nature and severity of the violation. Disciplinary actions may include verbal or written warnings, suspension, or termination of employment or contractual relationship.

9. Duration of Confidentiality Obligations

a. Post-Termination Obligations:

- The duty to protect confidential information continues after an individual's association with the Company ends, whether through termination, resignation, or the conclusion of a contractual arrangement. Former employees and contractors remain bound by their confidentiality obligations.

10. Review and Updates

a. Regular Review:

- This policy will be subject to regular reviews to ensure its effectiveness and relevance. Updates will be made as needed to address changes in business practices, technology, or legal requirements.

b. Updates:

- The Company reserves the right to update or modify this policy at its discretion. Updates will be communicated to employees and relevant parties, and the effective date of the policy will be revised accordingly.

11. Acknowledgment

a. Employee Acknowledgment:

- By continuing employment or engagement with the Company, individuals acknowledge their understanding and agreement to abide by this Non-Disclosure Policy. Employees are responsible for staying informed about any updates or modifications to the code.

[(Trail Tails)]

This policy is subject to change at the discretion of (Trail Tails). Last updated: [(10/07/25)].

CODE OF CONDUCT

Code of Conduct Policy



Code of Conduct Policy

Effective Date: [(10/07/25).]

(Trail Tails), hereafter referred to as "the Company," recognizes the importance of maintaining a workplace culture characterized by professionalism, integrity, and ethical conduct. The following detailed Code of Conduct outlines specific principles and expectations for all employees, contractors, and representatives of the Company.

1. Professionalism and Integrity

a. Professional Behavior:

- Employees are expected to uphold the highest standards of professional behavior. This includes dressing appropriately, communicating effectively, and maintaining a positive and collaborative attitude towards colleagues and clients.

b. Integrity:

- Integrity is a fundamental value of the Company. Employees are expected to act with honesty and transparency in all business dealings, avoiding conflicts of interest and ensuring their actions align with the best interests of the Company and its stakeholders.

2. Compliance with Laws and Regulations

a. Legal Compliance:

- Employees are required to adhere to all applicable laws, regulations, and industry standards relevant to their roles. Any legal uncertainties should be promptly addressed with the legal department.

b. Conflicts of Interest:

- Employees must promptly disclose any situation where personal interests may conflict with the Company's interests. The Company will work to resolve or manage such conflicts in a fair and transparent manner.

3. Confidentiality

a. Confidential Information:

- Employees must respect the confidentiality of information belonging to the Company, clients, and colleagues. This includes trade secrets, financial data, client lists, and any other proprietary information.

b. Non-Disclosure Agreements:

- Employees must strictly adhere to any non-disclosure agreements they have signed, both during the term of their employment and after its termination.

4. Workplace Behavior

a. Harassment and Discrimination:

- The Company is committed to maintaining a workplace free from harassment and discrimination. Employees are expected to treat each other with respect and courtesy, avoiding any form of discrimination or harassment based on protected characteristics.

b. Drug-Free Workplace:

- The use, possession, or distribution of illegal drugs or alcohol on Company premises or during work hours is strictly prohibited. Employees are expected to report to work in a fit condition to perform their duties.

5. Use of Company Resources

a. Company Property:

- Employees are expected to use company resources responsibly, including equipment, facilities, and time. All resources should be utilized for business-related purposes.

b. Information Technology:

- Employees must follow the company's IT policies and guidelines, exercising caution and responsibility when using email, the internet, and other technology resources.

6. Social Media and External Communications

a. Social Media Usage:

- When representing the Company on social media, employees are expected to do so professionally and responsibly. Confidential information must not be disclosed, and comments about the Company, colleagues, or clients should be respectful.

b. Media Relations:

- Employees interacting with the media must coordinate with the designated spokesperson or communications department to ensure consistent messaging and protect the Company's interests.

7. Gifts

a. Acceptance of Gifts:

- While small, token gifts are generally acceptable, employees must exercise caution and good judgment when accepting gifts or gratuities from clients, vendors, or other business associates. Any gifts of significant value should be reported to the appropriate department.

8. Reporting Violations

a. Whistleblower Protection:

- The Company encourages employees to report any suspected violations of this code of conduct without fear of retaliation. The Company has established procedures to protect whistleblowers from any adverse consequences.

b. Reporting Procedure:

- Employees should report violations to their immediate supervisor, human resources, or use the designated reporting channels provided by the Company. Reports will be treated confidentially to the extent permitted by law.

9. Consequences of Violations

a. Disciplinary Action:

- Violations of this code of conduct may result in disciplinary action, the severity of which will be commensurate with the nature and severity of the violation. Disciplinary actions may include verbal or written warnings, suspension, or termination of employment.

10. Review and Updates

a. Regular Review:

- The Company will conduct regular reviews of this code of conduct to ensure its effectiveness and relevance in the evolving business landscape. Employees are encouraged to provide feedback for continuous improvement.

b. Updates:

- The Company reserves the right to update or modify this code of conduct at its discretion. Updates will be communicated to employees, and the effective date of the policy will be revised accordingly.

11. Acknowledgment

a. Employee Acknowledgment:

- By continuing employment with the Company, employees acknowledge their understanding and agreement to abide by this code of conduct. Employees are responsible for staying informed about any updates or modifications to the code.

(Trail Tails)

This policy is subject to change at the discretion of (Trail Tails).

Last updated: (10/07/25).

This detailed code of conduct is designed to guide employees on expected behaviors and ethical standards, fostering a workplace culture that aligns with the values and principles of the company. It should serve as a comprehensive resource for employees to reference and understand the expectations placed upon them as representatives of the organization.

PRIVACY POLICY

Privacy Policy



PRIVACY POLICY

Effective Date: [(10/07/25).]

[Trail Tails], referred to as "we," "us," or "our," is committed to safeguarding the privacy and security of your personal information. This Privacy Policy outlines our practices concerning the collection, use, disclosure, and protection of your information. By using our website, products, or services, you agree to the terms of this policy.

1. Information We Collect

a. Personal Information:

- We may collect personal information when you register on our website, subscribe to our services, make a purchase, or interact with us in any way.
- Types of personal information collected may include your name, email address, postal address, phone number, payment information, and other relevant details.

b. Non-Personal Information:

- We automatically collect non-personal information, such as IP addresses, browser details, and device information, to analyze trends, administer the site, and enhance user experience.

2. How We Use Your Information

a. Providing Services:

- Your personal information is used to deliver the products or services you request and to fulfill contractual obligations.

b. Communication:

- We may use your contact information to send you important updates, newsletters, promotional offers, or other marketing communications. You can opt-out of these communications at any time.

c. Improving Services:

- Non-personal information is used for analytical purposes to understand user behavior, improve our website functionality, and enhance the quality of our products and services.

3. Information Sharing and Disclosure

a. Third-Party Service Providers:

- We may share your personal information with trusted third-party service providers, strictly for the purpose of assisting us in delivering our services. These providers are contractually obligated to use your information solely for the intended purpose.

b. Legal Compliance:

- We may disclose your information if required by law, legal process, or to protect our rights, property, or safety.

4. Cookies and Similar Technologies

a. We use cookies and similar technologies to enhance your browsing experience. Cookies are small text files stored on your device that help us understand your preferences and provide a more personalized experience. You can manage your cookie preferences through your browser settings.

5. Security

a. We employ industry-standard security measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction. Despite our best efforts, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

6. Your Rights

a. You have the right to access, correct, or delete your personal information. If you wish to exercise these rights, contact us at Trailtails530@gmail.com for assistance.

7. Children's Privacy

a. Our services are not directed to individuals under the age of 13. If you are a parent or guardian and become aware that your child has provided us with personal information without your consent, please contact us, and we will take steps to remove the information.

8. Changes to this Privacy Policy

a. We reserve the right to update or modify this Privacy Policy at any time. Changes will be effective upon posting, and the effective date will be revised accordingly. We encourage you to review this policy periodically.

9. Contact Information

a. If you have questions or concerns about this Privacy Policy, please contact us at [\[Trailtails530@gmail.com\]](mailto:Trailtails530@gmail.com). We are committed to addressing your inquiries promptly. By using our website or services, you acknowledge that you have read, understood, and agreed to the terms outlined in this Privacy Policy.

[Your Company Name]

This policy is subject to change at the discretion of Trail Tails.

Last updated:(10/07/25). .

**INTELLECTUAL
PROPERTY
POLICY**

Intellectual Property



INTELLECTUAL PROPERTY POLICY

Effective Date: [(10/07/25)].

1. Purpose

This Intellectual Property (IP) Policy serves to establish the framework for managing, protecting, and leveraging the intellectual property assets of Trail Tails. By delineating clear guidelines, the company aims to ensure the appropriate use, protection, and recognition of its intellectual property.

2. Definitions

- a. Intellectual Property (IP): Intellectual property encompasses patents, copyrights, trademarks, trade secrets, and any other creations of the mind.
- b. Confidential Information: Information that is not publicly disclosed and is of value to the company, including trade secrets, financial data, and customer lists.

3. Ownership of Intellectual Property

- All intellectual property created by employees during the course of their employment with Trail Tails is considered "work for hire" and is the exclusive property of the company.
- For intellectual property created by contractors, consultants, or third parties, ownership rights shall be clearly defined in contractual agreements.

4. Types of Intellectual Property

- Patents: Trail Tails recognizes the importance of innovation and encourages employees to disclose potentially patentable inventions. The company will assess the value and uniqueness of inventions and pursue patent protection when appropriate.
- Copyrights: [Trail Tails] retains the copyrights to all original works of authorship created by its employees, including software, marketing materials, and other creative works.
- Trademarks: [Trail Tails] will actively protect and enforce its trademarks, service marks, and logos to maintain a consistent and strong brand identity in the market.

- Trade Secrets: [Trail Tails] acknowledges the significance of trade secrets and will implement robust measures to protect confidential information, including restricting access, using non-disclosure agreements, and educating employees about the importance of confidentiality.

5. Employee Responsibilities

- All employees are required to promptly disclose any potentially patentable inventions, creative works, or other intellectual property developed during the course of their employment.
- Employees must adhere to all confidentiality and non-disclosure agreements related to the company's intellectual property.
- Unauthorized use, disclosure, or reproduction of the company's intellectual property for personal gain or the benefit of competitors is strictly prohibited.

6. Use of Third-Party Intellectual Property

- Employees must respect the intellectual property rights of third parties. Unauthorized use, reproduction, or distribution of copyrighted material, trademarks, or other protected works is prohibited.

7. Enforcement

- [Trail Tails] is committed to protecting its intellectual property rights and will take appropriate legal action to address any infringement, misappropriation, or unauthorized use.
- Violations of this policy may result in disciplinary action, including termination, and may be subject to legal consequences.

8. Training and Awareness

- Trail Tails will conduct regular training sessions to educate employees on intellectual property issues, legal requirements, and the significance of safeguarding company assets.

9. Review and Updates

- This policy will undergo periodic reviews to ensure its effectiveness and relevance. Updates will be made as needed to reflect changes in technology, business practices, or legal requirements.

10. Contact Information

- For questions or concerns related to this policy, employees can contact the designated Intellectual Property Manager or the legal department.

By adhering to this comprehensive Intellectual Property Policy, Trail Tails seeks to protect its innovative efforts, foster creativity, and maintain a competitive advantage in the marketplace. Employees are expected to familiarize themselves with and adhere to the principles outlined in this policy.

[Trail Tails]

This policy is subject to change at the discretion of [Trail Tails].

Last updated: [(10/07/25)].

INCIDENT REPORT



INCIDENT REPORT

Name:	Client name:
Date:	Time:
Location:	Others involved?

Details of incident

Were there any injuries / Treatment given?

Was there a reason for the incident?

Owners Name: _____ Date: _____ Signature: _____

Client Name _____ Date: _____ Signature: _____