



Hooves 2 Hounds Pet Services
39 The Village, Old Warden, Bedfordshire, SG18 9HQ
[TEL: 07983153824](tel:07983153824) EMAIL: hooves2hounds@gmail.com

Terms and Conditions For Dog Walking & Small Animals

My Commitments

I agree to adhere to any special requirements given by you the owner in relation to the care and management of your dog/pet. I will take the utmost care of your pets, ensuring safety and welfare always whilst in my care. I will do everything in my power to protect your pets from any danger and will treat them with love, respect and kindness.

CORONA UPDATE 2021:

Pets provide invaluable companionship, especially at this time. For many dogs, going out for a walk is an important part of their daily routine. If you find yourself working from home because your office is closed and your dog still needs a walker, let me know! As long as no one in your household is ill, I can still walk your dog while you work.

I can continue to operate but priority will be given to key workers and shielded and vulnerable people who are unable to make alternative arrangements for their dog.

Dogs from coronavirus infected households may be walked but if doing so will be walked AFTER dogs from all other households.

All necessary precautions will be made while walking your dog

TERMS AND CONDITIONS 2021

1. All Clients will be deemed to have accepted my terms and conditions before any services is undergone.
2. The client agrees that, in admitting their Pet, Hooves 2 Hounds Pet services has relied on the client's representation that their pet is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other Animal.
3. All Pets will be subject to an initial assessment by Hooves 2 Hounds pet services prior to using my services.
4. The client agrees to notify Hooves 2 Hounds Pet Services immediately of any unwelcome, aggressive, procreative, or dangerous behaviour of their dog that has potential to cause harm to any other pet or individual.
5. All dog walks are individual. If you require a group walk then this can be arranged (this will be with one or both of my well behaved, sociable, placid Labradors) but only if I believe your dog is adequately trained and socialised and likely to fit in with other dogs. All dogs will be exercised on lead unless prior agreement has been reached with Hooves 2 Hounds and a disclaimer form has been signed.



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6. The client is responsible for the full cost of treatment of any injuries or illness that their pet receives while under the care of Hooves 2 Hounds Pet Services, together with any associated costs e.g call out charges. The Client authorises Hooves 2 Hounds to seek such veterinary advice and/or treatment as they deem necessary; (where possible this will be carried out by the client's usual/preferred vet), but this cannot be guarantee (e.g. in an emergency) and the client accepts that Hooves 2 Hounds may at their discretion use the nearest registered Vet. The client agrees to pay all such associated veterinary costs immediately upon pick-up of their pet, or by agreement with the proprietor.
7. All dogs walked must be fully vaccinated and on regular flea and worm control.
8. Bitches may not attend Hooves 2 Hounds Pet Services while in season or pregnant.
9. The client accepts that even though their pet is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog can still contract Kennel Cough. The client agrees that they will not hold Hooves 2 Hounds Pet Services responsible if their dog contracts kennel Cough while attending.
10. The client agrees to notify Hooves 2 Hounds Pet Services immediately of any infectious and/or contagious disease or conditions their pet has been expose to or is affected by. Such diseases and conditions include, but are not limited to: Dis temper, Hepatitis, Kennel Cough (Bordetella), Parvovirus, Worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and intestinal Parasites. Hooves 2 Hounds Pet Services reserves the right to refuse admission until satisfied that the condition is resolved.
11. The client agrees to ensure their Pet has not eaten in the hour before picking up by Hooves 2 Hounds Pet Services to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).
12. Your dog MUST wear a collar with an identity tag whilst in my care and also be microchipped
13. The client agrees to provide Keys/arrange access to the dog for the agreed appointment; failure to do so will result in a cancellation for that day's service and will be paid in full by the client.
14. If you wish to cancel a dog walking booking it must be done no later then 6pm the day before the booking. I RESERVE THE RIGHT TO CHARGE IN FULL FOR ANY CANCELLATIONS MADE WITH LESS NOTICE. If I arrive at your home and I'm unable to gain entry or the door is not answered, the walk will be chargeable.



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15. Pet Care Services undertaken on bank holidays will be charged at double rate and triple rate on Christmas Day.
16. Regular dog walks will be invoiced at the end of each month and customers are expected to pay by cash or direct bank transfer within ten working days.
17. Hooves 2 Hounds will apply personal judgment and cut a walk short if necessary because of extreme weather conditions (ir heat, thunder storms, snow and ice) for the safety of both the dogs and myself.

Signature of owner: _____

Print Name: _____

Date: _____