

GENERAL TERMS & CONDITIONS

1. General Information

Sam Walks 4 U represents the team who provide a range of pet care services.

All team members are fully insured either via their own insurance or through Sam Walks 4 U, DBS checked, trained, assessed and monitored.

2. Definitions

All references to SW4U mean Walks 4 U.

All references to sitters refers to team members of SW4U.

All references to clients or pet owners refer to service users.

3. Permissions

- Service users will be deemed to have accepted SW4U terms and conditions (as laid out here) on booking services.
- The service user gives SW4U permission to enter their property to carry out the booked service at the arranged date and time.
- The service user must provide SW4U with a name and contact telephone number or someone capable of making a decision relating to their pet(s) in an emergency. A nominated vet's details will also be recorded and they will be contacted if we are unable to communicate with the service user or their representative. Please note that in an emergency we will use any nearest vet.

4. Dog safety, security and health

- All dogs must wear a well fitting collar and ID tag with the owner's phone number engraved upon it. This is also a legal requirement.
- Dogs must be in a secure location prior to collection by the dog walker. Loose in a garden does not constitute this.
- The Client must provide SW4U with a name and contact phone number of someone capable of making a decision relating to their dog in an emergency. A nominated vet held on record will be contacted if we are unable to contact the owners or their representatives.
- Animals are fully insured to travel in any vehicle driven by your pet carer. Unless you state otherwise, these terms and conditions assume that you, the client have given permission for this.
- All dogs must be provided with a well-fitting collar/harness. No SW4U team member will be held liable for any injury/damage or escape of the animal due to an ill-fitting or faulty collar/harness.

- SW4U will not confirm any booking until there has been a consultation with the owner who must disclose any behavioural or medical condition that may make their dog unsuitable for group walks. This would include, but not limited to, antisocial behavior, aggression, possessive behavior, lack of training and any conditions such as incontinence, chronic vomiting or travel/mobility problems.
- SW4U and its team members must be informed if your dog does or has EVER used a muzzle and this should be made available for use at our discretion.
- SW4U reserve the right to refuse or discontinue walks for any dog deemed to be unsuitable for group walks.
- Where possible walks are carried out in forest or parkland where dogs can be safely walked off lead.
- SW4U is insured to walk a maximum of 6 dogs per walker. Where possible we will walk temperamentally as well as geographically suitable dogs together. The size of group will alter according to local permissions and circumstances.
- Unless there are exceptional circumstances group walks are at least 1 hour in length. In extreme weather conditions (very hot weather or heavy snow) walks may be shorter or cancelled to ensure safety and comfort of dogs. As a guide temperatures of 25 degrees/C walks will be shortened. 28 - 30 degrees/C + walks will be cancelled. Clients will be communicated with as to alternative services. Breed/age of dog will also be taken into account.
- All dogs being exercised must be fully vaccinated and be on regular flea and worm control treatment.
- Clients must inform SW4U if their dog contracts any infectious conditions (e.g kennel cough, conjunctivitis). Any dog with an infectious condition will not be walked until cleared to do so by a vet.
- Dogs will be wiped down after their walks in wet/muddy conditions, however clients should protect furnishing for when their dog returns home - SW4U will not be held responsible for mud/dirt transferred to a client home.
- Though we endeavor to ensure safety of all dogs at all times, letting dogs off lead carries a risk therefore we will only do this with your express permission.

5. Cat safety, security and health

- Animals are fully insured to travel in any vehicle driven by your pet carer. Unless you state otherwise, these terms and conditions assume that you, the client have given permission for this.
- We do recognize that cats are independent creatures and as such are often left to come in and out freely through a cat flap. Unfortunately accidents do happen and as such SW4U cannot be held responsible for the safety of any cat that is allowed to go outside during the booking.

- If cats need to be brought in, i.e. do not have a cat flap but are let out anyway, we will do our very best to call and ensure we have seen them and will wait a reasonable amount of time, carry out duties, if the cat hasn't returned we will have to leave. We will endeavor to ensure the cat is in but we cannot guarantee this. You may be advised to keep your cat in for safety throughout the booking.
- It is a condition precedent to liability that the property owner has arranged with their household insurer to extend their policy to cover losses incurred whilst a pet sitter is present.
- It is a condition precedent to liability that all locks, security and protective measures are put in operation when the property is left unattended or overnight, whether or not the pet sitter is present.
- Key retention - after initial meeting you may choose for SW4U to retain a set of keys for future bookings/visits. Should you decide to have the keys returned after the first booking this will be free of charge. However should you wish the keys to be picked up or dropped off for any subsequent bookings, then a fee of £6 will apply.
- Clients often find it useful for us to hold a set of keys in case they get locked, there is a fee of £10 for emergency key provision (free if we are in the area already)

6. Insurance

- All sitters, walkers and vehicles are insured for the safe care and transport of your animal. Animals are fully insured to travel in any vehicle driven by your pet carer. Unless you state otherwise, these terms and conditions assume that you, the client, have given permission for this.
- SW4U and its team have comprehensive insurance covering public liability, vet fees and loss or straying, however we advise all clients to have their pets insured and reserve the right to refuse a booking for any animal that is not insured.
- Public liability which will cover injury to third parties up to a maximum of £3 million.
- Vet fees in respect of injury to animals in our custody and control, subject to a limit of £1250 per animal and an excess of £50. This does not cover pre-existing conditions or care that would have occurred whether or not the animal was under the care of SW4U.
- Cover for the loss or straying of animals in our custody and control of £1250 per animal. This includes cover during collection and drop off.
- It is a condition precedent to liability that all locks, security and protective measures are put in operation whenever the property is left unattended or overnight, whether or not the pet sitter is present.

7. Keys

One set of keys must be provided to SW4U. All keys will be retained and labeled with only the pet's name for reference, no address details.

8. Parking permits

Permits for any service where the sitter is at your home for a significant period must be provided if you reside within a restricted parking zone. Any pet sitting, puppy care, cat care visits etc requires this. Clients must provide permits to cover the entire booking. If you cannot provide permits, we are happy to take the risk however if we do incur a parking fine this will be passed on to the service user.

9. Bookings & placements

All service users can make booking requests by calling 07512 800781, text/Whatsapp or contact us by email samwalks4u@gmail.com. All bookings are taken on a first come/first served basis. SW4U will endeavor to fulfill all bookings but this cannot be guaranteed. If no (dog walking) bookings have been made within 3 months it is presumed you no longer require this service. A holding fee may be required to hold your dog's placement.

10. Pricing

Dog walking

- £14.00 weekday group walk (£24/2 dogs)
- £20/hour £14.00/half hour solo walk
- £25 vet visit for first hour. £20 per hour thereafter
- £20 out of hours/weekend walk (£30/2 dogs)
- £14 pop ins

Cat sitting

- £14 for one AM visit per day (up to 2 cats)
- £28 for 2 visits between 8am & 6pm
- £2 for each additional cat per visit

Additional fees

- £2 pill administration
- £2 eye/ear drops bathing
- £4 Insulin injection/other medications
- Bank Holidays + 50% charges
- Easter Sunday, Christmas/Boxing Day, New Years Day + 100% charges

11. Payment

All Dog walking services are payable weekly in advance. Payments to be made on Mondays via bank transfer or direct debit. Please let us know if you would prefer to pay cash. Clients that fall behind with payments will be requested to bring their account up to date before service resumes.

Cat care services are payable 24 hours before booking starts – entire booking to be paid up front.

Direct debit payments that bounce will incur a charge of £15 for each time they are re-presented.

Bank details available on request.

12. Cancellation policy

Dog walking services – cancellation within 24 hours is still chargeable
- before 24 hours not chargeable

No shows – if dogs not at home when walker arrives full payment is chargeable.

Cat sitting services – cancellation within 24 hours of booking still chargeable.

13. Communications policy

Urgent communications will be made via phone/text/Whatsapp as required/necessary.

14. Social Media

Clients are encouraged to follow us on our social media pages Samwalks4u. Photos/stories are uploaded daily, it is not always possible to send individual photos to clients on each booking. Acceptance of these terms and conditions assumes you give permission for photos of your pets to be used across our social media pages. If you do not want us to use your pet's photos please email us at samwalks4u@gmail.com.

15. Acceptance of these T & Cs

Using SW4U services constitutes acceptance of these terms and conditions. These terms and conditions may change at any point, we will ensure the latest version is available on our website. Please do not hesitate to contact us for an up to date copy of them. We do everything we can to provide a professional, caring service based on trust and convenience to our clients. If you have any feedback that would help us improve our service, please let us now.



Samwalks4u.co.uk

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