

Terms & Conditions

(Joely's Pet Care – Dog Walking, House Sitting & Pet Care Services)

1. Health & Preventative Care

At the initial meet and greet, the Owner must provide accurate and complete information regarding their pet's vaccination status, flea, tick, and worming treatments. It is the Owner's responsibility to ensure these remain up to date throughout the service period.

All dogs must be microchipped and wear a secure collar or harness with a legally compliant ID tag.

I reserve the right to refuse or terminate services if a pet's health status poses a risk to other animals or to myself.

2. Behaviour & Full Disclosure

The Owner must fully disclose any known behavioural traits, including but not limited to aggression, anxiety, reactivity, guarding behaviours, excessive pulling, escape tendencies, or any history of biting.

Failure to disclose relevant behavioural or medical information that affects the safe handling and care of the pet may result in immediate termination of services without notice.

The Owner accepts responsibility for any injury, loss, or damage caused by their pet to persons, property, or other animals while in my care, except where such loss or damage is caused by proven negligence on my part.

I reserve the right to terminate services immediately if a pet presents a risk to my safety or the safety of others.

3. Off-Lead Walking

Dogs will only be walked off lead with the Owner's prior written consent.

Off-lead walks will take place only in suitable and safe environments and entirely at my discretion, based on weather conditions, surroundings, and the dog's behaviour on the day.

The Owner acknowledges that off-lead walking carries inherent risks and accepts responsibility for incidents arising from off-lead exercise where consent has been provided.

I reserve the right to keep any dog on lead at all times if I believe this is in the best interests of the dog, members of the public, or other animals.

4. Veterinary Care & Emergencies

In the event of illness or injury, I will make reasonable efforts to contact the Owner and the nominated emergency contact.

If neither can be reached and urgent veterinary treatment is required, the Owner authorises Joely's Pet Care to seek veterinary advice and treatment in the best interests of the pet.

All veterinary fees and associated costs remain the responsibility of the Owner.

5. Key Handling & Property Access

Keys provided will be stored securely and coded for identification purposes only. No personal details or property addresses will be attached to keys (only the pet's name).

Keys will be returned at the end of the service period upon request. If keys are to be collected or returned outside of scheduled visits, a reasonable charge may apply.

In the unlikely event that keys are lost while in my possession, I will notify the Owner immediately. Liability will be limited to the reasonable cost of replacing the keys. Additional costs, such as lock replacement, will only be covered where loss is due to proven negligence.

6. Payment Terms

Payment for services is due as agreed at the time of booking.

For block bookings or house sitting services, a non-refundable deposit of 25% is required to secure dates. The remaining balance must be paid no later than 7 days before the service begins, unless otherwise agreed in writing.

Cancellations – Dog Walking & Pop-In Visits:

- More than 48 hours' notice: No charge
- Between 24–48 hours' notice: 50% of the service fee
- Less than 24 hours' notice: 100% of the service fee

Cancellations – House Sitting:

- More than 14 days' notice: Deposit retained (25%)
- 7–14 days' notice: 50% of the total service fee payable
- Less than 7 days' notice: Up to 100% of the total service fee payable

Late payments may incur a reasonable administration fee.

Any additional services requested during the booking period will be invoiced separately and must be paid within 7 days of invoicing.

7. Service Timeframes

Service times provided at the time of booking are approximate time slots rather than guaranteed exact arrival times.

While every effort will be made to attend within the agreed time window, circumstances such as traffic delays, adverse weather conditions, emergencies, vehicle breakdown, or earlier appointments running over may occasionally result in unavoidable delays.

In such instances, reasonable efforts will be made to inform the Owner where possible, and the pet will still receive the full agreed service.

The Owner acknowledges that flexibility and patience may occasionally be required where unforeseen circumstances arise.

8. Force Majeure

Joely's Pet Care shall not be liable for failure or delay in performing services due to circumstances beyond reasonable control. This includes, but is not limited to, extreme weather conditions, natural disasters, road closures, government restrictions, illness, or other unforeseen events.

In such circumstances, reasonable efforts will be made to inform the Owner as soon as possible and arrange alternative solutions where feasible.

9. Privacy & Data Protection

Joely's Pet Care is committed to protecting personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information Collected

The following information may be collected and stored:

- Owner's name, address, email address and telephone number
- Emergency contact details
- Veterinary practice details
- Pet medical and behavioural information
- Access information required to provide services

Use of Information

Personal information is used solely for:

- Providing agreed pet care services
- Contacting the Owner regarding bookings or emergencies
- Seeking veterinary care if required
- Processing payments and maintaining business records

Information will not be sold or shared with third parties unless required by law.

Storage & Retention

Client information is stored securely in paper or electronic format and retained only as long as necessary for legal, insurance, or tax purposes.

Owners have the right to request access, correction, or deletion of their personal data where appropriate.

10. Photography & Social Media

Photographs or videos of pets may occasionally be taken during walks or visits.

These images may be used for promotional purposes on Joely's Pet Care website or social media platforms.

No personal information such as owner names, addresses, or identifying location details will be shared without explicit consent.

Owners may opt out of photography and social media use at any time by notifying Joely's Pet Care in writing.

11. Limitation of Liability

While every care and precaution is taken to ensure the safety and wellbeing of all pets, the Owner acknowledges that animals can be unpredictable.

Nothing in this agreement excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability which cannot legally be excluded under UK law.

Agreement

I confirm that I have read, understood, and agree to the above Terms & Conditions, GDPR and cancellation policy.

Owner Name: _____

Signature: _____

Date: _____

Veterinary Release Form

I authorise Joely Overington of Joely's Pet Care to seek veterinary treatment for my pet in the event of an emergency if I or my emergency contact cannot be reached. I accept full responsibility for all associated costs.

I confirm that I have read, understood, and agree to the above veterinary release form.

Owner Name: _____

Signature: _____

Date: _____