



WALKS AND HOMES PET SERVICES **GENERAL TERMS AND CONDITIONS.**

-It is owners' responsibility to make sure their dogs/pets are microchipped and (if possible) have tags with their name and owner's contact details, have all vaccinations up to date, are dewormed and are flea-free.

-Client needs to make Walks and Homes Pet Services aware immediately of any infectious or contagious disease their dog/pet is affected by. Failing to do so, will result in this client's full financial responsibility for the consequences it might cause to other owners and their pets.

Please note: Walks and Homes Pet Services has the right to refuse admission if there is no proof of vaccinations or if vaccinations are expired/incomplete.

Dog walking: Bitches, while in season or pregnant, will not be accepted to group walks. Entire males over 12 months are subjects to discussion according to their behaviour towards other males.

Liability

- The Walker accepts no liability for any breach of security or loss of or damage to the Owner's property if any other person has access to the property during the term of this agreement.
- The Walker shall not be liable for any mishap of whatsoever nature which may befall a dog or caused by a dog who has unsupervised access to the outdoors.
- The Owner shall be liable for all medical expenses and damages resulting from an injury to the Walker caused by the dog as well as damage to the Owner's property.
- The Walker is released from all liability related to transporting dog(s) to and from any veterinary clinic or kennel, the medical treatment of the dog(s) and the expense thereof.

Indemnification The Owner will not blame and payback the Walker against any and all costs, expenses, losses, liabilities and claims arising from said dog's behaviour.

Emergencies In the event of an emergency, the Walker shall contact the Owner at the numbers provided to confirm the Owner's choice of action. If the Owner cannot be reached timeously, the Walker is authorized to:

- Transport the dog(s) to the listed veterinarian
- Request on-site treatment from a veterinarian
- Transport the dog(s) to an emergency clinic if the previous two options are not feasible.

Security The Walker warrants to keep safe and confidential all keys, remote control entry devices, access codes and personal information of the Owner and to return same to the Owner at the end of the contract period or immediately upon demand.

-In case the keys to access the client's property are not provided in time, that day's service will be charged in full.

After the agreed end time of the service signed by both parties (Client and Walks and Homes Pet Services), the client agrees to not claim the loss or non-return of the keys to their property unless proven otherwise.

Whole Agreement This Dog Walking/Pet Siting/Pet Visits Contracts, Pet's and Owner's information sheet(s), the Veterinary Release Form, Consent to use pictures and videos, Key attached constitute the sole and entire agreement between the parties with regard to the subject matter hereof and the parties waive the right to rely on any alleged expressed or implied provision not contained therein. Any alteration to this agreement must be in writing and signed by both parties.

Assignment No party may assign any of its rights or delegate or assign any of its obligations in terms of this Dog Walking, Pet Sitting Contracts without the prior written consent of the other party, except where otherwise stated.

Walking dogs off lead

If agreed to by the Owner, the Walker has permission to walk the dog(s) off lead. By doing so, the Walker agrees to only walk the dog(s) off lead at safe and appropriate times and places.

-Walks and Homes Pet Services is not responsible for any harm or damage to people/other animals caused by pets while under its care. Client confirms that their dog/dogs are in good health and have not shown aggression or threatening behaviour towards people or any other pets.

Please note: Forms must be signed before the start of any services.

-Client should provide an additional contact number to the next of kin in case of emergency before start of each service.

-Walks and Homes Pet Services is only responsible for the pet/pets during the agreed time of the service chosen. After that, Walks and Homes Pet Services are not responsible for animal's wellbeing, nuisance/injuries it might cause to itself, people/other pets/wildlife/neighbourhood, or any damages of the property/ surroundings.

-In case if customer is late for the agreed finish time for Pet Sitting Services and is not communicating/ agreeing it with Walks and Homes Pet Services via text or email, we are not responsible for animal's wellbeing, nuisance/injuries it might cause to itself, people/other pets/wildlife/neighbourhood or any damages of the property/surroundings.

-Walks and Homes pet Services reserves the right to stop immediately their services to clients who are disrespectful in any way towards the staff, repeatedly ask for cancellations, in case their pet shows any signs of aggression towards people/pets or in case of giving false information to Walks and Homes. Any fees applied/paid up front in these cases will be reimbursed to the owner's account within 14 working days.

Variation of Terms and Conditions will have no effect unless confirmed by Walks and Homes Pet Services in writing.

I (The Owner) have read, understood and I agree with Terms and Conditions of Walks and Homes Pet Services.

DATE:

OWNER'S SIGNATURE:

WALKS AND HOMES PET SERVICES **CANCELLATION POLICY**

Please be aware that all payments for the week to follow must be made by Monday of that week via bank transfer, phone, or cash.

In case of short notice, full payment should be made on the day and before the start of the service chosen in full. Failing to do so will result in Walks and Homes Pet Services cancelling the service.

In case when client requires extra time on the agreed date for any of the services, it should be agreed and confirmed by both sides in writing via text or email.

Walks and Homes Pet Services should be made aware of any cancellations or time slot changes 7 days in advance if possible. In case of cancellation by the Owner of scheduled services with less than 24 hrs notice, the full price will still be charged, plus £5 cancellation fee. However, fees (excluding cancellation fees) can be transferred to another day/slot if available and at the discretion of the Walks and Homes Pet Services.

Pet Sitting/Pet Visit Services for the period longer than 2 days, a non-refundable deposit of 50% should be paid no later than 48 hours after that the Owner agrees to proceed with the booking in writing (via text or email). The remaining 50% of the total amount should be paid on the day of the start of the service.

Walks and Homes Pet Services are also under the obligation to give 7 days' notice in case of cancellation on their behalf.

Cancellation or Early Termination

- Either party may terminate this Dog Walking Contract a minimum of 24 (twenty-four) hours prior to the first scheduled visit without incurring penalties or damages.
- Cancellation by the Owner of scheduled walks with less than 24 hrs notice may be charged at the full rate or rescheduled at the discretion of the Walker.
- Should any dog become aggressive or dangerous, the Walker may terminate this dog walking contract with immediate effect.
- Any wrongful or misleading information in the Pet and Owner's information sheets may constitute a breach of terms of this Dog Walking Contract and be grounds for instant termination thereof.

***Emergency cancellations from both parties are subject to discussion.**

I (The Owner) have read, understood and I agree with Cancellation Policy of Walks and Homes Pet Services.

DATE:

OWNER'S SIGNATURE: