



# Client Agreement

## Terms and Conditions (Walking/Sitting/Drop-In's)

This Agreement is made between Allen's Pet Services (**Service Provider**) and the **Client**:-

Allen's Pet Services is a family run Pet Care business, providing Dog Walking, Pet Sitting and Pet Drop in visits. Services may be provided or supported by any member of Allen family.

The Terms and Conditions below, along with the information provided in the Pet Introduction Form and Permissions Form documents form the Agreement upon which the Services are provided.

### General

1. Clients agree to an introductory meeting (**Meet and Greet**), to allow the Service Provider to meet, assess behaviour, and discuss aspects of care the Pet(s). This meeting will take place in your home by pre-arrangement and is provided free of charge.
2. The Client agrees to provide full and honest information to the Service Provider about their Pet(s) during the Meet and Greet. The Client will not reasonably withhold information about any behaviour which may negatively impact on the Service Provider, their own dogs or those on walks. These behaviours include but are not limited to excessive barking, anti-social behaviour, aggression towards any humans or animals, straying and phobias.
3. The Client must provide the details of an Emergency Contact, who must be prepared to take over care for the Pet(s) in the event of an emergency, if your pet displayed behaviour which meant they can no longer be cared for. For example, this can be, but not limited to aggression or anti-social behaviour. Please seek permission for an Emergency Contact before they are nominated.
4. The Client agrees that they are handing over their Pet(s) to the Service Provider in good health. Any current illnesses or ailments must be disclosed and any medication for such ailments will be supplied and detailed within the Permission form. Should there be any changes to the Pet(s) health, or medication, it is the responsibility of the Client to ensure that the Service Provider is informed of any and all resulting changes in required medications, routine or care.
5. All Services will be provided within mutually agreed time slots. Whilst the Service Provider will make all reasonable efforts to carry out services within the agreed time slot, the Service Provider cannot be held responsible for delays beyond their reasonable control. The Service Provider may from time to time need to amend the time slot, in which case, the Client will be informed in advance.

### Pets

6. The Client should ensure that all Pets are fully up to date with their annual vaccinations or have a valid certificate of titre testing. Kennel Cough and Parvo vaccinations are not compulsory but are advised. The Service Provider will not be held liable for any illness of the Pet(s) should vaccinations not be kept up to date.
7. The Client must ensure that all Pets are wormed and treated for fleas/ticks on a regular basis, as directed by their Vet. The Service Provider will not be held liable for any illness of the Pet(s) should worming and flea treatments not be kept up to date.
8. The Client must ensure that where required under English Law, that their Pet(s) are Micro-Chipped. Details of the Pet(s) Microchip Number should be provided to the Service Provider before Services commence.
9. Whilst it is not compulsory, it is recommended that the Client have sufficient Pet Insurance in place for all Pets.
10. The Service Provider reserves the right to decline to accept any Pet that appears visibly unwell.

### Equipment

11. Where dogs are to be exercised, the Client must provide an appropriate harness or collar and lead. It is advised that all harnesses and collars have a tag bearing your pets details.

## **Dog Walking**

12. The Client agrees that their dog(s) will come into contact with other dogs outside whilst being exercised. Where the Client advises that their Pet is nervous, anxious or reactive, reasonable efforts will be made to walk in quieter areas.
13. If the Client wishes their dog to run free off the lead, they must indicate this within the Permissions Form. In this instance the Client agrees to accept responsibility for accident, injury or loss, caused by or to their dog, should their recall fail.
14. The Clients Dog(s) will be walked alone, unless agreed within the Permissions Form.
15. The Service Provider will walk a maximum of 4 dogs at any time. All dogs will be assessed and matched for walks based on their compatibility. All initial introductions will be carried out with at least 2 members of staff, to ensure the safety of all dogs.
16. In extreme weather such as thunderstorms or temperatures where the Service Provider deems it unsafe to walk a dog, the Service Provider reserves the right to amend the time of the walk, or convert the walk to a drop in visit.
17. Walks are carried out in all weathers; therefore, it is possible that your dog may get wet and or muddy on their walks. The Client should make towels available should they wish the Service Provider to towel dry their dog.

## **Pet Sitting**

18. The Services provided will be generally in line with those detailed within the Pet Information Form.
19. The Client agrees to make a bedroom and bed available for the Service Provider.
20. The Client agrees that their Pet(s) can be left unsupervised for a period of no-longer than 4 hours at a time.
21. The Client will ensure they provide all required and relevant bowls, food, bedding, toys, litter trays, cat litter, and waste bags are made available for the duration of the Services.
22. The Service Provider will take all reasonable actions to ensure that pet waste is collected and disposed of appropriately.
23. The Service Provider will clean up after Pet(s) to the best of their abilities. The Client should ensure that there are cleaning products available to enable this. The Service Provider cannot be held liable for any stains to flooring created by their Pet(s).
24. The Service Provider will provide regular updates to the Client throughout the duration of the Services.
25. In the event that any Pet should fall ill during the Services, the Service Provider will make the Client and/or their Emergency Contact aware as soon as practically possible. The Service Provider will monitor the Pet, and seek advice or treatment from a vet as appropriate.

## **Emergencies**

26. In the event of a household emergency, the Service Provider will notify the Client, and/or their Emergency Contact as soon as practically possible. The Client should ensure that the Service Provider is made aware of how to access the stop cock and fuse box, in the event of an emergency.
27. If a medical emergency arises for any Pet, the Service Provider will make every effort to contact the Client and/or their Emergency Contact, as soon as practically possible. Where time is of the essence, the Client authorises the Service Provider to seek medical services at the nearest veterinary practice. The Client agrees to reimburse for all services rendered by a veterinarian in accordance with the owners wishes as stated and signed in the Permissions Form.
28. In the event of serious accident or illness of the Service Provider, the Service Provider will take all reasonable actions to ensure that relevant cover is provided. In this instance, the client accepts that alternative emergency cover may be arranged for their Pet(s). This will be done with the involvement of the Client and/or their Emergency Contact(s).
29. The Client agrees that if their Pet attacks another animal or person, including any representative of the Service Provider, resulting in injury to that animal or person, they will be responsible for any expense incurred as a result. This includes payment of veterinary fees incurred as a result of injuries to another animal caused by their Pet. The Pet will be removed with immediate effect and placed with the Emergency Contact. Refunds will not be given under these circumstances.

## Transportation

30. Any Pet transported by the Service Provider, will be done with the Pet in a suitable crate, or secured by harness and safety seat belt. No Pets will be left unattended in a vehicle, unless attending a brief pick up or drop off for other customers and due care will be taken to ensure the pet is safe and comfortable with water if needed.

## Service Provider Obligations

31. The Service Provider will carry out all agreed services in a reliable, caring and trustworthy manner. In consideration of these Services and as an express condition thereof, the Client waives and relinquishes any and all claims against the Service except those arising from gross negligence or misconduct on the part of the Service Provider.

32. The Service Provider will ensure that all staff are DBS checked. Copies of DBS Certificates will be made available to the Client on request.

33. The Service Provider will ensure that appropriate Public Liability and Professional Indemnity Insurance will be maintained for the duration of the Services. Copies of relevant Insurance Certificates will be made available to the Client on request.

34. The Service Provider will provide regular updates to the Client throughout the duration of the Services.

## Payments

35. For Pet Sitting Services, or holiday Drop-Ins a 25% deposit is required to secure the booking, upon receipt of the relevant invoice. The Service Provider agrees that once the deposit is received, those dates will be secured for the Client. The balance of the invoice will be due a minimum of 24 hours in advance of commencement of the Services.

36. For regular Dog Walking or Drop-Ins, invoices are raised weekly, and are due for payment immediately. The Service Provider reserves the right to suspend Services if payments are overdue. For Ad-Hoc walks, payment is required in advance of the Service commencement.

37. The Client will make payment for Services provided via BACS, PayPal or Cash to Allen's Pet Services

## Cancellations

38. Should the Client require to cancel regular walk or drop-in services; advance notice is required. Client should provide a minimum of 48 hours' notice of cancellation. Should cancellation be made with less than 24 hours' notice, the Service Provider reserves the right to invoice for the Service in full.

39. Should the Client cancel Pet Sitting Services; a full refund of the deposit will be made should Services be cancelled with more than 60 Days' notice. Should Services be cancelled with less than 60 Days' notice, the following charges will apply:-

- a) 31 & 59 Days in advance 50% of your deposit will be refunded.
- b) Less than 30 Days in advance your deposit will not be refunded.
- c) Less than 48 hours before commencement then full fees are due.

40. Should cancellation be due to the death of a Pet, or as a result of a serious illness or injury a full refund will be made upon veterinary confirmation.

The Client authorises the signed Agreement to be valid approval for future services, therefore allowing the Service Provider to accept future bookings without additional signed contracts or authorisation.

The Client grants permission for the Service Provider to use any photographs or video footage taken of their Pets, whilst in their care, on their social media or website. Should permission not be granted, the Client should notify the Service Provider in writing.

By signing below the Client confirms they have read and agreed to the Terms and Conditions herein. The Client agrees that all undisputed invoices will be paid in full. The Client accepts responsibility for any costs that may be incurred, either veterinary or other, as a result of any sickness, accident or damage caused to or by the Pet(s) detailed in the Pet Information Form, accepting third party liability, and that any such costs will be paid on return.

**Client's name**

**Client's signature**

**Date**

**Allen's Pet Services signature**

**Date**