



## Service Agreement

### *Terms and Conditions*

- Lovable Hounds agrees to provide pet sitting, dog walking and other applicable pet care services in a reliable, caring and trustworthy manner. In consideration of the services and as an express condition thereof, you, our client, expressly waives and releases Lovable Hounds from any and all claims against the company, its owners, employees and representatives, except those arising from negligence or willful misconduct on the part of Lovable Hounds.
- Upon signing this form you, our client, agree to notify Lovable Hounds of any concerns within 24 hours of completion of services.
- You, our client agree to pay all charges accrued for services rendered at the time of booking. You, our client understand that payment is due prior to the time of the commencement of services unless explicitly agreed upon supplementary payment terms. Payment for any service that does not require a deposit shall be paid at the time of booking. Bookings are confirmed upon receipt of payment in full for such services. Full details of our cancellations and refund policy can be found here. Payment accepted in cash, bank transfer or via our secure Online payment provider, Stripe. Bank transfer should be sent to the following account. HSBC Mr Ashley Barton Account Number: 30229261 Sort Code: 40-11-93 along with your pet's name as a reference. Full details will be found on the invoice provided at the time of booking. If full payment is made for such services at the time of booking, you will receive a full refund if you chose to cancel no less than 28 days before the booking start date. If cancelled no less than 14 days before the booking start date you will be eligible for a 25% refund only. Exemptions apply for peak periods\*
- Lovable Hounds requires a fully refundable 20% deposit, of the total cost of the booking, to secure booking dates for services including, but not limited to, home boarding and house sitting. A deposit of 20% is fully refundable if a booking is cancelled no less than 28 days before the booking start date. A 25% refund of the total value of the original 20% deposit shall be due if a booking is cancelled with a minimum 14 days notice. Lovable Hounds reserves the right to retain 100% of the deposit value should any cancellations have less than 14 days notice. A deposit of 20% of the total cost of the booking will be deducted from the final invoice payable on or before the first date of your booking.
- All cancellation requests must be sent to [hello@lovablehounds.co.uk](mailto:hello@lovablehounds.co.uk) at your earliest convenience.
- During peak months, services may be subjected to a 20% price increase, these will be made clear at time of enquiry and before any booking takes place. Peak dates including, Easter weekend, bank holiday weekends including Friday through to and including Monday, Summer peak from 1st July through to and including August 31st, Christmas and new year from December 14th through to and including January 5th. Peak periods are subject to change at any point. Deposits and payments for services that are due to take place during any peak period are non refundable.
- Lovable Hounds shall exercise reasonable precautions against sickness, injury, escape, loss, accidents or death of Client's pet(s). Lovable Hounds are not responsible for sickness, injury, escape, loss, accidents or death of Client's pet(s) unless caused through negligence or willful misconduct on the part of Lovable Hounds.
- You, our client, accepts responsibility for all medical expenses and other damages resulting from an injury to the Pet Sitter, other persons or other animal(s) caused by the Client's pet(s) or negligent act.
- You, our client, represent and warrant that pet(s) are currently vaccinated in accordance with all local laws and regulations. Lovable Hounds are bound by the laws of the United Kingdom and you, our client, agree to follow these laws also. Proof of immunity by providing results of titer testing may be accepted if the laws of the local council accept this method.
- Lovable Hounds will follow the directions of the Veterinary Release Form in the case a pet should become injured or sick.
- You, our client, accepts responsibility for all medical expenses and other damages resulting from an injury to the Pet Sitter, other persons or other animal(s) caused by the Client's pet(s) or negligent act.
- You, our client agrees to indemnify, hold harmless and defend Lovable Hounds in the event of a claim by any person injured or otherwise damaged by Client's pet(s) or negligent act.
- Lovable Hounds reserves the right to charge a cancellation fee of 100% of the scheduled visits for services canceled with less than 24 hours' notice prior to the scheduled service.
- Lovable Hounds reserves the right to terminate this contract at any time if the Pet Sitter, in his/her sole discretion, determines that the Client's pet(s) poses a danger to the health or safety of itself, other pets, other people or the Pet Sitter. If concerns prohibit the Pet Sitter from caring for the pet, Lovable Hounds will attempt to contact you, our client, to arrange alternative care. If you, our client, cannot be contacted, you, our client, authorises Lovable Hounds to place the pet in a licensed kennel with all charges and fees arising to be the responsibility of you, our client.
- Lovable Hounds reserves the right to refuse service to any client, at any time, for any reason.
- This document gives Lovable Hounds and its representatives authorisation to enter our client's listed address as needed to perform agreed upon services.
- You, our client, expressly give Lovable Hounds the authority to employ a locksmith on their behalf and to promptly reimburse Lovable Hounds for all costs incurred in the event of a malfunction of the lock, keys or automatic door opener.
- Lovable Hounds is not liable for any loss or damage in the event of a burglary or other crime that should occur while under this contract.
- You, our client, agrees to properly secure the home prior to leaving the premises. Lovable Hounds will re-secure the home to the best of its ability at the end of each visit.
- In the case of an emergency, inclement weather or a natural disaster, the Client authorises Lovable Hounds to use reasonable judgment for the care and well being of your, our client's, pet(s) and residence. Lovable Hounds will make reasonable efforts to maintain service during these conditions but reserves the right to adjust the schedule of service based on the sole discretion of the Pet Sitter.
- Lovable Hounds are not responsible for any damages beyond the control of the Pet Sitter.
- You, our client, is responsible for supplying the necessary equipment and supplies needed for the care of their pet(s) including, but not limited to, a sturdy, well-fit harness or collar and lead for walks or in case of emergencies, pet food, medications, identification tags, litter boxes, cat litter and cleaning supplies. You, our client authorises any purchase necessary for the satisfactory performance of duties. Costs of all purchases and related service fees will be reimbursed to Lovable Hounds within 14 days.
- You, our client, authorises the use of pet(s) pictures on websites, social media and/or marketing materials for promotional purposes.

- Lovable Hounds do not advocate the use of any type of electric shock or choke collars, including, but not limited to, prong collars and E-collars. Lovable Hounds will not assist in the use of these training techniques during our time with your pet. Any and all of these types of collars will be removed should they be on your pet at the time of service.
- Lovable Hounds operate on a 60 minute window. You will be provided with a 60 minute block as close to your requested time as possible. This is to compensate for any lost time traveling to and from clients.
- All bookings for overnight care including but not limited to, dog boarding and house sitting are charged a flat rate for each 24 hour period. Should the 24 hour period exceed on the final day of the booking, a flat daycare rate will be included in your total price for the booking.
- Lovable Hounds reserves the right to update this document at any point. It is the sole responsibility of you, our client to check the updated terms on [lovablehounds.co.uk](http://lovablehounds.co.uk)
- Lovable Hounds offers an initial meet & greet, free of charge, at a time and place convenient for all parties involved. Should further meetings be required prior to booking any service with Lovable Hounds, these are subject to a charge equal to our house visiting service, depending on length of time. For example a 30 minute meeting will be priced the same as a 30 minute house visit / drop in visit.
- The rights under Contracts (Rights of Third Parties) Act 1999 are excluded.
- You, our client, authorises this contract to be valid approval for services so as to permit Lovable Hounds to accept all future in person, telephone, Online, mail or email reservations and provide services without additional signed contracts or written authorisations.
- The Terms of this document applies to all pets owned by you, our client, including any and all new pets that the customer obtains on or after the date this document was signed.
- This agreement along with, "key handling form" and "Veterinary release form" constitutes the entire agreement between the parties and no other correspondence or representations outside of the above mentioned agreements are to be relied upon.

I have read the above terms and conditions. I know, understand and agree to all terms stated above. By Signing below, I am accepting this document as a contractual agreement.

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Printed Name

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Client Signature

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Office Notes

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Date

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