



Dog Walking Client Intake Form



Owner Information

Full Name:

Address:

Postcode:

Mobile Number:

Email Address:

Emergency Contact

Name:

Number:

Relationship to owner:

Dog Information

Dog's Name:

Breed:

Age:

Weight:

Gender: ☐ Male ☐ Female

Spayed/Neutered: ☐ Yes ☐ No

Microchipped: ☐ Yes ☐ No

Veterinarian Name:

Veterinarian Phone:

Health & Veterinary Information

Veterinary Practice Name:

Vet Phone Number:

Vet Practice Address:

Medical Conditions / Allergies:

Current Medications (dose & instructions):

Behaviour & Temperament

How does your dog behave around:

- Other Dogs:
- Children:
- Strangers:
- Bikes/Cars/Loud Noises:
-

Any history of aggression, biting, or reactivity?

☐ Yes ☐ No

If yes, please explain:

Commands your dog knows:

Any fears or triggers? _

Can your dog be off leash? ☐ Yes ☐ No

Walking Preferences

Preferred Walk Days:

Preferred Walk Times:

Typical Walk Length: ☐ 15 min ☐ 30 min ☐ 60 min ☐ Other

Solo Walk or Group Walk: ☐ Solo ☐ Group

Usual Walking Route or Area:

Home Access Information

Preferred Method of Entry:

☐ Key ☐ Lockbox ☐ Door Code ☐ Other

Alarm Instructions (if applicable):

Where should the dog be left after walks?

Towel/Paw Cleaning Needed After Walks? ☐ Yes ☐ No

Consent & Policies

- ☐ I confirm my dog is up to date on vaccinations and can provide proof.
- ☐ I authorize the dog walker to seek emergency veterinary care if needed.
- ☐ I understand that every effort will be made to ensure my dog's safety.
- ☐ I agree to provide accurate and updated information.

Notes:

Agreement

TERMS AND CONDITIONS

Last Updated: 17/06/2026

Welcome to Charlotte's Canine Companions!

These terms and conditions ("Terms") govern your use of our Pet Services. By booking our services, you agree to the following terms:

1. SERVICE DESCRIPTION

We provide Pet Services which may include Individual or Group walks, Dog & Cat Pop-In Visits, Dog & Cat Sitting and Meet & Greets. We also cover small animals such as Rabbits, Guinea pigs, Hamsters, Gerbils and Fish. Service availability may vary based on location and scheduling.

2. BOOKINGS & CANCELLATIONS

Booking: All long term clients (over 8 weeks) bookings must be made at least a month in advance via Email or Whatsapp as we use a pay in advance system.

Short term Clients (under 8 weeks) bookings must be made at least a week in advance via Email or Whatsapp as we use a pay in advance system.

Adhoc clients please contact us by email to enquire about booking.

Cancellations: We require 24 hours notice for cancellations. Cancellations made less than 24 hours in advance will be non-refundable.

No-Shows: If we arrive and are unable to access your pet or home, the full service fee will still apply.

3. PAYMENT TERMS

Payment is due in advance to our services. This means service will not go ahead until payment has been received. In the last week of each month you will be sent an invoice with your next month of service charge, we will then require the payment to be received no later than the last day of that current month in order to keep your booking. All payments must be made by bank transfer.

4. CLIENT RESPONSIBILITIES

Ensure your dog/cat/small animal where applicable is up-to-date on vaccinations and is in good health. Notify us of any behavioural issues or medical conditions. Provide secure access to your home if applicable (keys, codes, etc.).

5.SAFETY AND LIABILITY

While we take great care of your pet(s), we are not liable for any injury, illness, loss or death that may occur during or after the service unless caused by our negligence. We reserve the right to refuse service if any animal poses a risk to the safety of our staff or others. We also reserve the right to adapt or cancel our services due to weather conditions for the safety of our team and your pet(s). All efforts for an altered service will be made. however in the event of this service requiring cancellation, a full refunded will be offered.

Altered services will be consisting of enrichment activities which can be, toilet opportunity, food, play or cuddles. Training if requested.

6.EMERGENCIES

In case of an emergency, we will make every effort to contact you or your emergency contact (if you are uncontactable). If you and your emergency contacts are unreachable, we will take appropriate action, including contacting a veterinarian. Any costs incurred will be your responsibility. The client will sign a declaration at the meet and greet to cover the full costs of any veterinary charges.

In the event your pet escapes from our care we will spend the first 15 minutes searching, if not found within that time you will be contacted . If you cannot be reached then we will reach out to your emergency contact, however if they cannot be reached either the search will resume until we have been able to make contact. After contact has been made we will take instructions from the owner or emergency contact in how to proceed with a search.

7. PHOTOS AND SOCIAL MEDIA

With your consent, we may take photos or videos of your pet during service for use on our website, (may be used for materials such as posters or leaflets) or social media. Let us know if you prefer to opt out.

8.TERMINATION OF SERVICE

We reserve the right to terminate service at any time for reasons including non-payment, aggressive pet behaviour or failure to comply with these terms.

9.CHANGES TO TERMS

We may update these terms occasionally. Changes will be posted on our website with the updates date. Continued use of our services implies acceptance of any changes.

10. GOVERNING LAW

These terms are governed by the laws of Kilmarnock, Scotland.

CONTACT US

If you have any questions about these terms, please contact us at:

charlottescaninecompanions@gmail.com

+44 7907171242

Service Agreement Acknowledgment

I certify that the information provided is accurate and complete. I understand that the Dog walker will provide care according to these instructions and will make reasonable efforts to contact me in the event of an emergency.

Client Signature:

Date: