



Conditions of Business

Dog walking agreement

We know how important your dog is to you and we want you to be clear about the service that Dog Social supplies and the things we need in return so we can provide the best possible service. If you have any questions please talk to us.

Customer information

Name:	
Address:	
Main phone number:	
Secondary phone number: (Incase of emergency)	
Email:	

Dog information

Dogs name:		Neutered:	Y/N
Breed:		Age of neutering:	
Colour:		Date of birth:	
Microchip number:			
Has the dog ever bitten anyone?			
Has the dog ever started a fight with another dog?			
Is the dog friendly to people - both adults & children?			
Conditions/ allergies/ phobias etc.			
Vets name & address:			
Any other information			

These are the terms of the Dog Social walking & training service:

- 'Provider' of this service is the Dog Social.
- 'Dog' refers to any dog or dogs described within this agreement
- 'Customer' is the person taking up the service

1. The Dog Social will walk the dog for not less than the contracted time and on the days requested by the Customer, from and to the Customers' usual address unless prior arrangement has been made.
2. Other address/es may be requested for the commencement or termination of the service for which an additional cost may be charged.
3. The Dog Social may walk other dogs at the same time unless the Customer has requested not to.
4. The Provider will supply the service in person or by a person appointed by and working under the Providers instructions.
5. The Customer will ensure Dog Social has access to the address from where the Dog is to be collected. If a key is provided to the premises the Provider will use the key to collect and return the Dog and for no other purposes. Dog Social will keep the key safe, not copy it, nor allow its use by any other person and will return it immediately to the Customer on request.
6. The Customer will provide all necessary and suitable collars, dog tags, harnesses and leads, and any other accessories which need to be used e.g. dog coats. This includes where necessary a dog muzzle. Dog Social will try and provide basic equipment on a best endeavours basis but may refuse to walk a Dog where equipment is not provided or accessible. The Provider may charge reasonable expenses if the walk is terminated for this reason.
7. The tariff of charges will be provided to the Customer and any changes will be notified giving one months notice.
8. The Customer will provide all details of characteristics of the Dog that need to be known by Dog Social for safe and effective handling of the Dog.
9. The Provider holds business insurance whilst the Dog is in the care of Dog Social. This covers third parties only. The client shall provide insurance for the Dog. If the Customer is self-insuring the Dog this must be notified to the Provider at the start of the agreement. The Provider has no liability to the Customer for any claim in respect of the Dog except such claims that are covered by the Providers insurance and are admitted by the insurer.
10. Dog Social will notify the Customer of any notable incidents or any other information that the Provider considers the Customer should know about their Dog.
11. Dog Social will keep the Dog on lead unless the Customer has agreed to off lead walks (free running) whilst outdoors. The Provider will take all practicable steps to ensure the safety of the Dog and that it is not a nuisance or danger to anyone or anything. All laws and bylaws will be observed.
12. The Customer will provide details of the Dog's inoculations if requested and the vet with which they are registered. Whilst in the care of Dog Social the Provider is authorised to refer the Dog for treatment to the named vet or in an emergency any vet at the expense of the Customer. The Customer will reimburse the Provider with all expenses incurred in these circumstances.

13. Either party may terminate this agreement with a minimum of one weeks notice.
14. The Provider requires notice of cancellation of a scheduled walk by 18:00hrs the day before the walk. If this notice is not given the Customer will still be charged.
15. Fees for Dog walking should be paid within seven calendar days of service provision unless previously agreed with the Provider. The Provider may add a late payment fee of ten pounds onto the outstanding bill if payment isn't made on time.
16. Dogs boarding must be picked up before 9am or a day rate will be added. Any later collections after 5pm will be charged a full night boarding rate and dogs must be collected the following morning between 8am-9am.
17. If you wish to collect your dog earlier than the agreed boarding collection time, you must give advance notice, to be agreed before confirming your arrival.
18. For purposes of marketing and promotion, Dog Social will take photos and videos of dogs on walks in order to demonstrate services and quality of work carried out. These photographs and videos may be used on the website and social media platforms. The customer agrees to this unless you inform Dog Social otherwise.
19. Dog Social will apply personal judgment and cut a walk short if necessary because of extreme weather conditions (ie, heat, thunderstorms) for the safety of both the dogs and the walker.
20. If dogs require towelling off after walks, towels must be provided and left clearly visible. We will try our best to remove as much mud/dirt from your pet with a quick towel dry however there is no guarantee that your dog will be returned in their originally clean/dry state. It is the responsibility of the Customer to inform Dog Social if there is any particular room/crate that you would like for us to leave your dog when we drop off.
21. The Customer agrees to ensure their dog has not eaten in the hour before pick up. This is to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).
22. The Customer must insure that their dog is fully up-to-date with worming & flea treatment. The Provider may charge reasonable expenses if fleas are found on your dog.

Customers declaration:

The information I've given above is correct. I'm over 18 and I agree with the Dog Social Conditions of Business defined above. I agree to off-lead walks as defined in paragraph 11 above (cross out if you do not agree)

Customers Signature:

Date:

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