

## **Pet sitting/ Dog walking service agreement between business owner and client.**

For the purpose of this document the terms client, pet owner is the person contracting services for one or more domestic animals. Pet steps Dog walking and pet care are the pet care company providing care for the client below.

Pet Steps provides pet care services to the pet owner/ client below which includes but is not limited to dog walking, pet sitting and visits, feeding and caring for pets.

Pet Steps do not offer home boarding and are not licensed to do so under the 2018 Animal Welfare Licensing of Activities involving Animals (England) Regulations 2018.

This agreement is entered by and between ..... of Pet Steps and ..... (client). ..... Requests the services of Pet Steps to provide dog walking and/ or pet care services as arranged by client and Pet Steps. Client will notify the company if they want to add, change services required.

### **Access to property**

I authorise ..... of Pet Steps to access my property for the sole purpose of walking my dog(s) and pet care, pet sitting services as arranged and have given a key/set of keys or will make available on day(s) of appointment(s). I have signed a key release form.

The key shall not be copied or passed onto any third parties without my prior written consent and will be returned on request or when service has ended.

It is the client's responsibility to make sure the property is secure when they leave. Pet Steps will re-secure the property when they leave. Pet Steps. accept no responsibility of the premises of loss if other individuals i.e. builders, cleaners etc. Have access to home during the term of this agreement.

Pet Steps will not be held responsible for damage beyond their control, such as leaks, electrical problems or natural disasters which must be paid for by the client. Will not be held responsible for damage to property unless caused by negligence.

Client is responsible for pet proofing home and garden. Pet Steps will not be held liable for injury, disappearance, damage caused by not providing a safe and secure environment for your pet.

### **Authorisation to vet**

In the event that my pet becomes ill or injured during their time spent with Pet Steps and needs emergency veterinary care or veterinary assistance I authorise Pet Steps to obtain

veterinary assistance and have signed a vet release form. It is the client's responsibility to have adequate pet insurance and any claims for treatment cannot be made against insurers of provider.

### **Equipment**

Client will provide all their pets food, bowl(s), lead, collar and/or harness, coat, toys and any other items relating to the care of their pet for the agreed contract of care. This is to ensure correct fitting for safety and welfare needs and that dietary requirements aren't suddenly changed.

### **Off lead exercise**

Dogs will not have off lead exercise unless client has given permission and signed an off-lead consent form. Dogs will be kept on lead for first walk or two to build trust with the dog walker and make observations and get to know each other.

Pet Steps will not be held liable for any loss or damages to people or other animals or client dog. Pet Steps will not put your pet at any unnecessary risk and will treat them with great care and compassion.

### **Behaviour/ Illness/ Injury**

Pet Steps will do their best to cater for the individual pet and clients needs. The client will make Pet Steps aware of illness / injury and behavioural problems so as Pet Steps can adapt to it. i.e. shorter walks or a visit instead.

Pet Steps will not knowingly or deliberately put your pets, other animals, people at risk. If there is an undisclosed behavioural issue or your pet(s) pose a danger to themselves, other pets, people or Pet Steps dog walker/ carer. Pet Steps will use our discretion to end services. Depending on the nature we will try and work a plan to resolve the issue.

### **Injury to client animal(s) by another animal**

Pet Steps will not be responsible for any animal that fights or is injured by another animal while in company care. Pet Steps will take all appropriate actions to ensure clients pets are not placed in the company of aggressive dogs.

The highest level of care shall be given to any pet under care of Pet Steps. Should the client's animal run away or be injured the client agrees that Pet Steps will not be responsible for any liability. The above waiver of liability shall not apply if Pet Steps pet care services is found to be grossly negligent, reckless or if there is intentional misconduct

### **Injury to pet sitter or another person by client's animal**

Client will be responsible for all medical expenses and damages resulting from injury to pet sitter or another person by client's pet. Client agrees to pay the full cost of any and all medical expenses and damages should they arise to Pet Steps pet sitter or pet sitters' possessions as a result of the animal's actions. Client will not hold Pet Steps liable in the event of a claim by person injured by client pet.

### **Pack walking**

Pet Steps will not pack walk and will only walk in small groups and solo walks, walking a maximum of four dogs but generally only walking 2-3 dogs at a time. This is to provide them with adequate attention and safety making a more enjoyable walk.

### **Photography of pet(s)**

I give permission for my pet to be photographed for updates and occasionally for use on providers website, Facebook. (Please state if you don't agree to this)

### **Payment**

Services provided for period and rate agreed. Payment is by cash, cheque or bank transfer.

### **Cancellation**

Advance bookings for pet sitting / pet care services require a weeks' notice or payment shall be made in full.

24hrs cancellation notice is required for dog walking, pet visit or payment will be required in full.

Last minute bookings if availability require 24hrs notice or ASAP

If Pet Steps need to cancel, they will notify ASAP and give a reasonable amount of notice. Due to unforeseen circumstances beyond the control of either parties Pet Steps will use their discretion to waiver any charges.

We will walk in all weathers but if adverse weather conditions arise posing a risk to either Pet Steps pet carer or client's pets, we will cancel and either refund for loss of services during that time or deduct from future invoices.

Termination of services requires a weeks' notice for regular clients and company unless negligence or a risk to safety occurs.

The client has read and understands the full terms and conditions and accepts them.

Signed (client).....

Print Name.....

Signed (pet carer) .....

Print Name.....

Date.....