



Terms and Conditions

Introduction

Welcome to our dog walking and pet sitting service. By engaging our services, you agree to abide by the following terms and conditions, which are designed to ensure the safety, wellbeing, and satisfaction of both pets and their owners. These terms and conditions cover all services provided by Jamies Pooches.

Bookings and Payment

- All bookings must be made in advance, either via our payment link or cash.
- Full payment is required prior to the commencement of services unless otherwise agreed.
- We accept payment via cash, bank transfer, or approved digital payment methods.
- Cancellations made less than 24 hours before the scheduled service may incur a cancellation fee of 50% of the booking cost.

Service Provision

- Dog walks and pet sitting will be carried out at the agreed times and locations.
- We will endeavour to follow any special instructions provided regarding your pet's care and routine.
- Should adverse weather conditions or unforeseen circumstances arise, we will notify you as soon as possible to rearrange or cancel the service.
- All pets must be up-to-date with puppy vaccinations, flea and worming treatments.
- We reserve the right to refuse service to aggressive animals or those that pose a risk to our staff or others.

Health and Safety

- Owners must inform us of any medical conditions, behavioural issues, or dietary needs relevant to their pet.
- We are not liable for pre-existing health conditions or injuries sustained prior to our services.
- In the event of a medical emergency, we will seek veterinary attention for your pet and contact you immediately. Veterinary costs incurred will be the responsibility of the owner.

Liability

- We will take all reasonable care to ensure the safety and wellbeing of your pet while in our care.
- We cannot be held responsible for loss, injury, or death caused by circumstances beyond our control, such as aggression from other animals, sudden illness, or natural disasters.

- Owners are responsible for ensuring their property is safe and secure for our staff to enter when providing pet sitting services.

Keys and Access

- Any keys provided for access to your property will be kept securely and returned upon termination of services.
- We will not disclose your address or access details to third parties.

Confidentiality

- All personal information, including contact details and pet records, will be handled in accordance with UK GDPR regulations and will not be shared without your consent.

Termination

- Either party may terminate services with 48 hours' notice. Outstanding fees must be settled upon termination.
- We reserve the right to terminate services immediately if your pet's behaviour or health poses a risk to our staff or other animals.

Weather Policy

In the event of extreme weather conditions—such as excessive heat or cold—Jamie's Pooches will make every effort to rearrange walks to earlier time slots or adapt the service to pop-in visits where possible. If neither option is feasible, appointments may be cancelled, and a 50% charge of the original booking will apply, as weather circumstances are beyond our control. We will always prioritise the well-being and safety of your pets.

Pick Up and Drop Off Policy

Jamie's Pooches will arrive promptly at the agreed slot time for collection. Please ensure that all necessary items—such as leads, harnesses, coats, and muzzles—are left by the door, ready for use. Your dog will either be walked in an agreed area near your home or securely buckled in for transport to another location, as discussed in advance. After the walk, your pet will be dropped off at your property; we will towel dry your dog if needed and refresh their water to ensure their continued comfort.

Should any issues arise during pick up or drop off, Jamie's Pooches will make every effort to contact you immediately. If we are unable to gain access to your property at the agreed pick-up time, the walk or pop-in visit will be cancelled and the full price will be charged as a penalty, in line with our commitment to maintaining an efficient and reliable service.

Amendments

We reserve the right to amend these terms and conditions at any time. Any changes will be communicated via our website or directly to clients with active bookings.

Contact

If you have any questions regarding these terms and conditions, please contact us at your convenience. We are committed to providing a safe, trustworthy, and enjoyable experience for you and your pets.

Dog Behaviour Policy

It is essential that all behavioural concerns—such as reactivity, aggression, or other challenging behaviours—are fully disclosed prior to services commencing. Failure to inform Jamie's Pooches of such issues will render this contract void, and services may be terminated with immediate effect. While we are happy to work with certain behaviours, for example, leash pulling or reactivity, clients must demonstrate a commitment to continue the recommended training at home. Please note, Jamie's Pooches will not walk dogs who excessively pull on the lead, as this poses a risk of injury to our staff. Our priority is always the safety and well-being of both your pet and our team.

Dog Walking and Pet Sitting Service Forms

Client Information and Consent Forms

To ensure a smooth and professional experience, please complete the following forms prior to the commencement of services. These forms help us understand your pet's needs and ensure their safety, comfort, and well-being through dedicated nurturing and attentive care.

Client Information Form

-  Name: _____
-  Address: _____
-  Phone Number: _____
-  Email Address: _____
-  Emergency Contact (Name & Number): _____
-  Extra Information: _____
-  _____

House Entry Information

-  How will we be entering your home? (e.g., provided key, code to lockbox): _____
-  Location of key/lockbox (if applicable): _____
-  Alarm/Security procedures (if any): _____
-  Any special instructions for entering/leaving the property: _____
-  Extra Information: _____
-  _____

Pet Information Form

-  Pet's Name: _____
-  Species/Breed: _____
-  Age: _____
-  Gender: _____
-  Neutered/Spayed (Yes/No): _____
-  Date of Procedure (if applicable): _____
-  Microchipped? (Yes/No): _____
-  Microchip Number & Details: _____

- 🐾 Medical Conditions or Medications: _____
- 🐾 Behavioural Notes: _____
- 🐾 Feeding Instructions: _____
- 🐾 Preferred Walking Times: _____
- 🐾 Veterinary Clinic/Practice: _____
- 🐾 Vet's Phone Number: _____
- 🐾 Pet Insurance Provider: _____
- 🐾 Insurance Policy Number: _____
- 🐾 Special Nurturing Requirements (comfort items, routines, calming techniques):

- 🐾 Location of Pet Items: (Please specify where to find your pet's leads, bowls, towels, food, treats, and any other essential items)

- 🐾 Does your dog have good recall? (Yes/No): _____
- 🐾 Is your dog allowed off the lead during walks? (Yes/No, please specify any conditions):

- 🐾 Does your pet like travelling in the car? (Yes/No/Any notes):

- 🐾 Extra Information: _____

Weather & Walk Adjustments

- 🐾 Do you consent to walks being moved to an earlier/later time in the case of hot or adverse weather? (Yes/No): _____
- 🐾 If a walk is not safe due to extreme weather (heat, storms, etc.), do you consent to the walk being changed to a pop-in visit or comfort break instead? (Yes/No):

- 🐾 Preferred alternative arrangements (if any):

Overnight Stays & Pet Sitting

- 🐾 Number of nights requested: _____
- 🐾 Preferred dates/times for overnight stays: _____
- 🐾 How long can your pet be left alone during the day/night? (Please specify hours and any conditions): _____
- 🐾 Are there any routines, comfort needs, or special instructions for overnight care?

- 🐾 Where does your pet usually sleep? _____
- 🐾 Household/overnight visitor policies, if any: _____
- 🐾 Extra Information: _____

Photo and Social Media Consent

-  Do you consent to photos of your pet being taken during walks or visits? (Yes/No): _____
-  Do you consent to photos of your pet being posted on our social media channels and website? (Yes/No): _____
-  Do you wish to be tagged or mentioned in posts? (If yes, please provide your handle): _____
-  Any restrictions or special instructions regarding photos or social media? _____

Veterinary Release Authorisation

In the event of illness or injury, I authorise Jamies Pooches to transport my pet to the named veterinary clinic or the nearest available veterinary practice. If I cannot be contacted promptly, I authorise the service provider to approve necessary veterinary treatment as recommended by the attending veterinarian, including any required procedures for the safety and welfare of my pet. I agree to be responsible for all related veterinary expenses.

 Yes / No / other request _____

Consent to Modify or Cancel Services

you give consent for Jamies Pooches, upon arrival, to assess your pet's wellbeing. If the team determines that your dog is not well enough for a walk, you agree that the service may be changed to a pop-in visit instead, or, if necessary, cancelled with a 50% charge of the service fee applied.

 Yes / No / other request _____

Consent and Agreement Form

By signing below, you acknowledge and accept our terms and conditions as stated above. You also confirm that all information provided is accurate and up to date. Our team is committed to nurturing every pet in our care, ensuring their emotional and physical well-being with kindness and respect.

 Signature: _____

 Date: _____

 Name (print): _____

If you have any questions or require assistance with the forms, please do not hesitate to contact us. We look forward to caring for and nurturing your pets, providing the highest standard of service.



