



Terms & conditions

Dog Walking

Dog walking Agreement

Client authorisation & terms 2024

1. I agree to provide keys / arrange for keys to be available for Pup Pups dog walking / pet sitting / Puppy visit arrangements.
2. I authorise Pup Pups to obtain any emergency veterinary care that may be necessary during the time spent with my pet. Every effort will be made to contact the owner prior to obtaining emergency care. I accept responsibility for any charges related to this emergency care. I also authorise Pup Pups to use an alternative veterinarian in the event my regular veterinarian is unavailable.
3. I agree to compensate Pup Pups for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
4. I understand I will be responsible for any medical expenses and damages resulting from an injury to Pup Pups staff or other persons by the pet. I agree indemnify Pup Pups in the event of a claim by any person injured by the pet. I accept full liability for any loss or damage caused by my dog whilst being walked.
5. I agree to notify Pup Pups of any concerns/complaints within 24 hours of any appointments.
6. I understand I must state if my pet shows aggression in any way. I understand I must fully disclose any quality or characteristic problems which might make my dog not suitable for walks. Pup Pups will not care for pets that imperil their safety or others.
7. I hereby grant permission for my dog to participate in group dog walks, unless otherwise specified. I acknowledge and understand that group walks involve simultaneous exercise and social interaction of multiple dogs under the supervision of Pup Pups. I further affirm that my dog is sociable, well-behaved, and able to interact positively with other dogs. I agree to inform the dog walker of any known behavioural issues or health concerns that may affect their dog's ability to safely participate in group walks.

Additionally, I acknowledge that while the Pup Pups will exercise due diligence in maintaining a safe environment, unforeseen circumstances and inherent risks associated with group activities may arise. I release Pup Pups from any liability related to interactions between my dog and other dogs during group walks and consents to my dog's participation with a full understanding of the potential risks involved.

Pup Pups Responsibilities

8. Pup Pups agrees to provide the services stated in this agreement in a reliable, kind, and trustworthy manner. In consideration of these services and as an express condition thereof, the client specifically waives and relinquishes any claims against Pup Pups, its employees, or assignments, except those occurring from the negligence of the Dog walker

9. Pup Pups accepts no responsibility for security of the premises or loss if other individuals have access to the home during the term of this agreement. During all assignments, dog walking will only be carried out by Pup Pups owner or employees, unless prearranged with the client. Pup Pups accepts no responsibility for damages to the property if other people have access to the property.

10. Pup Pups will not let any dog off his/her lead unless the owner has given written consent.

11. If unforeseen circumstances occur when Pup Pups cannot attend to your dog needs due to illness etc, you will be notified straight away.

12. Pup Pups is not responsible for damage sustained by a pet escaping because of a faulty lead/collar or a collar that is not properly fitted.

13. Pup Pups will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.

14. It is clearly understood that Pup Pups shall not be held responsible for any damage to the client's property, or that of others, caused by the client's pets during the period in which they are in its care. The client has advised Pup Pups of all situations, which will relieve it of liability for damage.

15. This agreement is valid for all future walks until a new agreement is signed. Pup Pups reserves the right to terminate this agreement at any time, at its sole discretion. The client may terminate this agreement at any time with one month's notice.

16. Pup Pups agree to love and care for your pet whilst you are away or at work.

Cancellation Policy

Permanent slots

If permanent days are booked each week continuously, you will be paying for the permanent slot whether it is used or not. Any cancellations will be at your discretion and will still be chargeable. Less than 1 month's notice will be charged at half rate. A maximum of 12 working days can be cancelled for a holiday, anything over 12 days will be charged at a half rate to keep your slot. I do not offer term time only permanent slots.

Non-Permanent slots

Infrequent walks require a minimum notice of 1 week for cancellation, less than this will still be chargeable.

Payment

Invoices will be sent out 5-7 days before they are due to be paid on the 1st of each month. This can be done by bank transfer only. Cash payments may be left weekly on the first walk of the week. A reminder that the balance is due will be sent out to everyone on the 1st of each month. If payment is late a late charge of £2 per day should be added to your invoice.

Leads

Suitable leads must be provided. If your dog pulls excessively, please provide a lead to cater to this. If suitable leads are not provided appropriate leads owned by the dog walker will be used. If you do not wish this to happen please inform the dog walker.

Solo walks

Solo walks provide a tailored and individualised experience for your dog and this contract acknowledges the option for such one-on-one outings. I acknowledge I can request solo walks for my dog, during which the Pup Pups will exclusively focus on the specific needs, preferences, and pace of my dog. Solo walks cater to dogs who may thrive in a quieter, more personalized environment or those with specific behavioural or health considerations that benefit from undivided attention. I understand that additional fees may apply for solo walks, and I commit to informing the Pup Pups of any pertinent information regarding my dog's behaviour, health, or specific requirements to ensure a safe and enjoyable solo walking experience for my dog.

Walk Charges (as of 1st April 2024)

Please find our prices for 1-hour, 45-minute and 30-minute walks:

Details	Price	Additional dog
1-hour walk- 55-minute walk, wipe paws, freshwater, food, cuddles and house lock up.	£16	£6
45-minute walk- 40-minute walk, wipe paws, freshwater, food, cuddles and house lock up.	£14	£6
30-minute walk- 25-minute walk, wipe paws, freshwater, food, cuddles and house lock up.	£13	£6

Weather

Heat

When the weather is extremely hot and it's evident the dogs are struggling in the heat; hour walks will be shortened accordingly. The visit will still be 1 hour in duration but walks may be shortened to enable Pup Pups to cool the dogs down and make sure they are comfortable before leaving.

Rain and wind

Walks will be normal unless winds are gale force, in this case, Owners will be informed that walks may have to be shortened in order for Pup Pups to reach all dogs booked in for walks due to traffic disruption.

Freezing, ice, and snow

If the weather is below freezing and paths are icy walks may be cancelled due to safety issues.

Dog Walker days off

If I, Pup Pups need to take any days off due to holidays or sickness, I assure you, the client, that I will provide reasonable notice whenever possible. During planned vacations or time off, I will inform you 10 days in advance and collaborate with you to establish suitable substitute coverage to ensure the consistent care and well-being of your dog. In the case of unexpected sick days, I will make every effort to notify you at the earliest possible time

*Client name:

*Date:

*Your signature:

Pup Pups:

Dog walker:

Date:

Signature:
