

# TERMS & CONDITIONS

DOG WALKING

# Terms and Conditions

## Dog Walking



### Dog Walking Agreement

#### Client authorisation & terms 2025

- 1. I agree to provide keys / arrange for keys to be available for The Joggin Dog Pet Services for dog walking arrangements if the home is vacant.**
- 2. I authorise The Joggin Dog Pet Services 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 The Joggin Dog Pet Services to use an alternative veterinarian in the event my regular veterinarian is unavailable.**
- 3. I agree to compensate The Joggin Dog Pet Services 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 the dog walker or other persons by the pet. I agree to cover and hold harmless The Joggin Dog Pet Services 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 The Joggin Dog Pet Services of any concerns/complaints within 48 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 that might make my dog not suitable for walks. The Joggin Dog Pet Services will not care for pets that imperil their safety or others.**

**7. It is extremely important that suitable leads are 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.**

## **The Joggin Dog Pet Services Responsibilities**

- 8. The Joggin Dog Pet Services 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 and all claims against The Joggin Dog Pet Services, its employees, or assignments, except those occurring from the negligence of the Dog walker.**
- 9. The Joggin Dog Pet Services accepts no responsibility for the 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 The Joggin Dog Pet Services owner or employees, unless prearranged with the client. The Joggin Dog Pet Services accepts no responsibility for damages to the property if other people have access to the property.**
- 10. The Joggin Dog Pet Services will not let any dog off his/her lead unless the owner has given verbal/written consent.**
- 11. If unforeseen circumstances occur when The Joggin Dog Pet Services cannot attend to your dog's needs due to illness etc, you will be notified straight away.**
- 12. The Joggin Dog Pet Services 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. The Joggin Dog Pet Services 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 The Joggin Dog Pet Services 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 The Joggin Dog Pet Services of all situations, which will relieve any liability for damage.**

**15. This agreement is valid for all future walks/pet sits until a new agreement is signed. The Joggin Dog Pet Services reserve 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. The Joggin Dog Pet Services agree to love and care for your pet whilst you are away or at work.**

## Cancellation Policy

We understand life can be unpredictable. If you need to cancel a dog walk a minimum of 48 hours notice is required to avoid charges. Cancellations within 48 hours of scheduled walks will be charged at 50%. Cancellations within less than 24 hours will require full payment.

We will always do our best to accommodate our clients and try to reschedule walks whenever possible.

This policy helps to manage scheduling and continue providing quality service for all our clients. Thank you for understanding.

### Dog Walker Cancellation

The Joggin Dog Pet Services will give a minimum notice of 2 weeks prior to any planned holiday/annual leave, clients will not be charged. In the event that the dog walker needs to cancel a scheduled walk due to illness the client will not be charged. Every effort possible will be made to notify clients as early as possible.

## Weather

### Heat

When the weather is extremely hot and it's evident the dogs are struggling in the heat; hour walks will be shortened/rescheduled accordingly. The visit will still be 1 hour in duration but walks may be shortened to enable us 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, clients will be informed that walks may have to be shortened or rescheduled.

### Freezing, ice, and snow

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

# TERMS & CONDITIONS

PET SITTING



# Terms and Conditions

## Pet Sitting



### Pet Sitting Agreement

- 1. I agree to provide keys/arrange for keys to be available for The Joggin Dog Pet Services for pet sitting arrangements.**
- 2. I authorise The Joggin Dog Pet Services 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 before seeking emergency care. I (the owner) accept full responsibility for any charges that may arise for emergency care. If my veterinarian cannot be reached I give my permission for The Joggin Dog Pet Services to use a substitute veterinarian.**
- 3. I agree to reimburse The Joggin Dog Pet Services for any added costs that may have occurred when providing emergency care to my pet. I am mindful that I will also be expected to cover any other expenses including extra visits, transportation, food, or supplies. I understand I will be provided with receipts as evidence of these expenses.**
- 4. If my pet injures the pet sitter caring for them or any other person during their pet sit assignment, I understand I will be solely responsible for any medical expenses and damages. I agree to hold harmless The Joggin Dog Pet Services in the event of a claim by any third party injured by my pet. I accept full liability for any loss or damage caused by my pet during the pet-sitting assignment.**

**5. I agree to notify The Joggin Dog Pet Services of any concerns/complaints within 24 hours of the pet-sitting assignment ending and expect a response within 48 hours.**

**6. I understand any misleading or false information that may result in the safety of your pet or the pet sitter, may result in the termination of the pet sitting agreement with immediate effect.**

**7. I understand I must state if my pet shows any aggression and disclose if they have any characteristic problems or tendencies that may interfere with caring for them so that the pet sitter can assess if caring for my pet may be unsafe. The Joggin Dog Pet Services must decline to care for pets that imperil their safety or the safety of others.**

**8. I agree to inform The Joggin Dog Pet Services of any other person with access to the home.**

## **The Joggin Dog Pet Services Responsibilities**

**9. The Joggin Dog Pet Services agrees to provide the services stated in this agreement in a reliable, kind, and trustworthy manner.**

**10. The Joggin Dog Pet Services will abide by the Pet Industry standards and regulations at all times to ensure your pet is looked after to the highest possible standards.**

**11. The Joggin Dog Pet Services accepts no responsibility for the security of the premises or loss of personal property if other individuals have access to the home during the term of this agreement. During all assignments, Pet sitting will only be carried out by The Joggin Dog Pet Services owner or employees unless previously arranged with the client. The Joggin Dog Pet Services will not be held liable for any theft or damage to the client's property or any injury to your pets if anyone else has access to the property unless negligence by the pet sitter can be proven.**

**12. The Joggin Dog Pet Services will not let any dog off his/her lead unless the owner has given written consent in the introduction forms.**

**13. The Joggin Dog Pet Services will not be held responsible for any damage sustained by a pet becoming loose and escaping due to a faulty lead/collar or a collar that is not suitably fitted. The Joggin Dog Pet Services will not be held liable for a pet that escapes through an unsecured access point in the client's home or garden.**

**15. The Joggin Dog Pet Services will not be held liable for the injuries, disappearance, death, or accidents of any pet that has unsupervised access to outdoor space.**

**16. It is clearly understood that The Joggin Dog Pet Services will not be held liable/responsible for any damage to the client's property caused by the client's pets during the pet-sitting assignment. The client has informed The Joggin Dog Pet Services of any unsecured access points and possible escape routes, which will relieve it of liability or damage.**

**17. This agreement is valid for the assignment only. A new one must be signed for each assignment. The Joggin Dog Pet Services reserves the right to terminate this agreement at any time, at its sole discretion. The client also has the right to cancel this agreement at any time as long as one month's notice is given before the pet-sitting assignment starts.**

**18. If CCTV cameras and internal cameras are installed, the pet sitter must be made aware of this before the assignment starts.**

**19. The client will inform the pet sitter if anyone is expected to attend the property during the client's absence, i.e. friend or workmen, and whether or not they have permission to access the property.**

**20. The client will inform their vet before leaving of their absence and give details of the assigned pet sitter.**

**21. The Joggin Dog Pet Services agrees to love and care for your pet whilst you are away or at work.**

## **Emergency care**

**22. In the unexpected case of an emergency, the pet sitter will contact the owner using the phone numbers detailed in the introduction forms. The owner will then instruct the pet sitter on their next actions. If for whatever reason the pet sitter cannot make contact with the owner, the emergency number stated on the introduction forms will then be called. If contact cannot be made, the pet sitter will then be authorised to transport the pet to their requested veterinarian practice and seek emergency medical care. All costs will be covered by the owner.**

**23. Any extra supplies that are needed during the pet-sitting assignment will be the responsibility of the client and The Joggin Dog Pet Services should be reimbursed along with compensation for extra working time.**

## **Cancellation Policy**

**24.** A minimum of 4 weeks notice must be given for any pet-sitting assignment to be cancelled to avoid charges. Any time between 2-4 weeks will require half payment. Less than 2 weeks notice will require full payment. This is so the slot can be filled.

**25** In the event of an early pickup, full payment must still be paid regardless of any early return home by the clients. This is to cover the slot booked.

## **Payment**

**26.** Invoices will be sent out 5-7 business days before the agreed assignment and must be paid in full within 3 days to The Joggin Dog Pet Services. This can be done by bank transfer or cash can be dropped off one week before the agreed date.

## **CCTV cameras & and house alarms**

**27.** If CCTV cameras and internal cameras are used, the pet sitter must be made aware of these before the assignment starts. Please inform your pet sitter about your home security system and provide them with codes to enable easy access to the property.

## **Home Security**

**28.** The Joggin Dog Pet Services will keep all house keys, key codes, security codes, and any personal information from the client safe and confidential.

**29.** All keys and the client's personal items will be returned to the client at the end of the agreement if not stated otherwise.

**30.** The client must make sure all keys provided are the correct ones before the pet-sitting assignment commences. Please double-check the keys.

## **Some suggestions before you leave**

- 1 . Make sure your contact details are correct and up to date before you leave**
- 2. Inform neighbors you will be away, as well as friends and family to avoid any confusion. Leave a spare set of keys with someone you trust in case they are needed.**
- 3. If you have an alarm system please make arrangements with the security company for a code and password specifically for your pet sitter to use in case of an emergency.**
- 4. Please stock up on supplies before you leave including, food, medication, toys, blankets, treats, cleaning, and grooming equipment.**