



# ***“Walk This Way”***

***Professional Dog Walker & Pet Sitter***

***Experienced, Fully Insured and CRB Checked***

***Karen S Stevens***

## **Service Agreement**

This signed document is an agreement between ***“Walk This Way”*** (Pet Service Provider) and ..... (Client). These conditions and the booking form constitute the entire agreement between the client and the pet service provider, and supersede any previous agreement between them.

1. I authorise the pet service provider to carry out pet services as outlined in forms that I have completed and submitted. I agree that all of the completed information sheets and forms provided in association with this document are true to the best of my knowledge and may be used by the pet service provided when needed.
2. The pet service provider reserves the right to terminate this contract at any time, at its sole discretion; likewise, the client may terminate the contract at any time. Notice must be given in writing by either party wishing to terminate the contract.
3. The pet service provider agrees to provide the services stated in this agreement and supporting documents in a reliable, caring and trustworthy manner. In consideration of these services, and as an express condition there of, the client expressly waives and relinquishes any or all claims against the pet service provider, it's employees or assigns, except for those arising for proven negligence of the pet sitter.
4. Customers will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. Customer agrees to indemnify and hold harmless the pet service provider in the event of a claim by any person injured by the pet.
5. The pet service provider will not be liable for injury, disappearance, death or fines of any pet with unsupervised access to the outdoors.
6. It is expressly understood that the pet services provider should 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 that they are in its care. Client has advised the pet service provider of all situations which will relieve it of liability for damage.
7. The pet service provider accepts no responsibility for security of the premises or loss if other individuals have access to the home before, during or after the term of this agreement.
8. Fees are earned upon acceptance of agreement and are due as outlined in attached Policies and Procedures.
9. I authorise the pet service provider to obtain any emergency veterinary care that may be necessary during the time spent with my pet. I accept responsibility for any charges related to this emergency care. I authorise the pet service provider to utilise an alternative veterinarian in the event that my primary veterinarian is unavailable. Every effort will be made to contact the owner prior to emergency care. I agree to reimburse the pet service provider for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
10. I confirm that all vaccinations, licences, and any other lawful requirement for this service are current.

I authorise this contract to be valid approval for all future services so as to permit the pet service provider to accept my telephone/email reservations and enter my premises without additional signed contracts or written authorisation.

I have completed and signed required veterinary release forms.

I have read and agree to the aforementioned Policies and Procedures, which are part of this agreement. I am aware that I shall keep a signed copy for my records.

Signed .....  
(Client)

Date .....

Signed .....  
***“Walk This Way”*** the Pet Service Provider)

Date .....

# **Policies and Procedures**

## **1. Booking**

- 1.1 All services are charged at day rates, not overnight rates.
- 1.2 The pet service provider will provide a time interval during which visits will occur. If an unforeseen situation arises, the time interval may be adjusted.
- 1.3 Bank Holidays may incur additional fees which you will be advised of at the time of booking.
- 1.4 An in-home consultation is required, prior to reservations, FOR ALL NEW CLIENTS.
- 1.5 All bookings must be made at least 24 hours before arrival date.

## **2. Cancellations**

- 2.1 In the event of cancellations that are notified to us 14 days prior to the start of the booking period, all fees less the non-refundable deposit, will be refunded, or held over for subsequent bookings.
- 2.2 Any bookings that are cancelled between 14 days and 48 hours before the start date of the booking, will require 50% payment for services.
- 2.3 All bookings cancelled within 48 hours will be payable in full.
- 2.4 If the pet service provider, cannot provide the service agreed, we will do our best to arrange an alternative, unless in extreme circumstances, where we will endeavour to give 24 hours notice.

## **3. Aggressive Animals**

- 3.1 The pet service provider will not accept aggressive animals.
- 3.2 The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the client's pet(s) should bite another animal.
- 3.3 Client agrees that on booking services for their dog(s) that they have represented that the dog(s) to have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the client agrees to contact the provider as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or pet(s).
- 3.4 We will not board unruly or untrained dogs.
- 3.5 If the client's dog(s) whilst being walked or boarded shows aggressive tendencies towards the pet service provider or their family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that the service is terminated with immediate effect and the pet is to be returned to the location where it was collected or he/she be placed either with the emergency contact or in a boarding kennel, until the client returns, and this will be subject to a transfer charge.

## **4. Unforeseen Purchases**

- 4.1 In the event that additional items need to be purchased in the absence of the client – i.e. pet food, litter, cleaning supplies or other necessary items that contribute to the health and wellbeing of your pet, the pet service provider will purchase these, retain a receipt and the pet owner is responsible for reimbursement of these items on their return.

## **5. Updates**

- 5.1 Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact details and other pertinent information.

## **6. Privacy Policy**

- 6.1 All of your information will be kept private and confidential.
- 6.2 Your pet service provider highly respects our clients' entrusting us with the care of their pets.
- 6.3 All of our records will be stored in compliance with the Data Protection Act 1998.

## **7. Insurance**

- 7.1 All reasonable care is taken to ensure the integrity and suitability of the care provided.
- 7.2 The pet service provider has valid public liability insurance, for the peace of mind of its clients.
- 7.3 The insurance only covers the sitter when working for the pet service provider, for the duration of the selected service, and only for services arranged with the pet service provider.
- 7.4 We recommend that you purchase your own separate pet insurance.
- 7.5 It is the client's responsibility to ensure that the property, its contents and pets are adequately insured throughout the duration of the assignment.

## **8. Medication/Vaccinations/Immunisations**

- 8.1 The pet service provider will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.
- 8.2 Under no circumstances will the pet service provider board any pet that has any form of active contagious illness.
- 8.3 We require a copy of a valid vaccination certificate.
- 8.4 If the pet service provider is bitten or exposed to any disease or ailment received from the clients pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.

## **9. Collars/Leads**

- 9.1 Please provide secure collars with appropriate tags for all visits. All dogs will be walked on leads at all times.

## **10. Inclement Weather**

- 10.1 You will entrust the pet service provider to use best judgment in caring for your pet(s) and home at the time of inclement weather. The pet service provider will try to carry out your instructions to the best of their ability. However, in cases of extreme weather, we will contact you with alternative arrangements.

## **11. Fences and cat flaps**

- 11.1 The pet service provider does not accept any responsibility or liability for any clients animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced area.
- 11.2 This includes electronic, wood, metal or any other type of fence, or in a premises that contains an unlocked cat flap.

## **12. House Cleanliness**

- 12.1 The pet service provider will clean up after your pets to the best of their ability. Please inform them of the designated area for the appropriate cleaning supplies.
- 12.2 The pet service provider is not responsible for carpet/ flooring stains created by your pet(s).
- 12.3 We request that you provide plastic bags, towels, cleaning products, paper towels and bin bags.
- 12.4 If there are accidents above and beyond the normal amount anticipated, we will charge a reasonable fee for clean up time.

## **13. Additional Pet Care Assistance And Other Scheduled Services**

- 13.1 The pet service provider does not accept liability for other persons who will be in your home prior to, during or immediately after our services have been rendered.
- 13.2 Please inform us at the time of consultation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbours.
- 13.3 It is understood that the client will notify anyone with access to the home that the services of the pet service provider have been engaged.

## **14. Accompanying Visitors**

- 14.1 A sitter may wish to have either a companion or spouse accompany them on an assignment at no additional costs to the client.
- 14.2 This must be agreed with the client, and the companion/spouse will have been vetted by the pet service provider and will be subjected to all necessary checks.

**15. Household Emergencies**

- 15.1 Details of shut off points for services into the property are to be provided on the Home Information Sheet.
- 15.2 In the event of a household emergency, your emergency contact will be contacted to arrange any remedial work.

**16. Thermostats**

- 16.1 Please leave your thermostat settings within a normal comfortable range.
- 16.2 If the house temperature is outside of this range, the pet service provider will adjust the thermostat to ensure the health and comfort of your pet(s).

**17. Keys**

- 17.1 The pet service provider will obtain two copies of your house key during the in-home consultation. One key will be held by the pet sitter while the other key will be coded for security and kept separately to be used only in the case of an emergency or lockout.
- 17.2 It is recommended that your keys remain in the pet service provider's custody for convenience in future use of our service and to confirm services via telephone.
- 17.3 Your keys will be kept in a secured lock system and are coded for your protection.

**18. Changes to return date**

- 18.1 The pet service provider carefully schedules our time to serve you and our other clients, therefore, there are no refunds or credits for early returns or last minute changes to pet care.
- 18.2 In the event that the client is delayed on return, they must inform the pet service provider immediately, and the pet service provider will use its best endeavours to make alternative arrangements for continued cover, even when the original sitter is unable to continue with care following the assignment end date.

**19. Payment**

- 19.1 The pet service provider accepts cash/cheque/bank transfers.
- 19.2 A 25% deposit of the total sum due is payable to the pet service provider at the time of booking.
- 19.3 The remaining balance is due on or before the first date of the booking.
- 19.4 Where services are required long term, the client may make payment on a monthly basis.
- 19.5 Where payment is not received in accordance with these terms and conditions of business, the company reserves the right not to proceed with any previously agreed arrangements, and a cancellation fee will be payable.

**20. Liability**

- 20.1 The pet service provider shall not be liable to the client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of it's obligations in relation to the services, if the delay or failure was due to any cause beyond the pet service provider's reasonable control.

I, \_\_\_\_\_ have read, understood and agree to the policies and guidelines of the pet provider. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of the pet service provider.

I request that the pet service provider retains/returns (delete as appropriate) my keys upon completion of each pet sitting assignment.

Signed .....  
(Client)

Date .....

Signed.....  
("Walk This Way" the Pet Service Provider)

Date .....

***"Walk This Way"***

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