



# TERMS AND CONDITIONS

## Dog Walking and Pet Services

1. All Clients will be deemed to have accepted Walkeaze Pet Services Terms and Conditions (as laid out here) and any subsequent updates, hereafter, on signature of this agreement. It is understood that *The Client* retains the services of *Walkeaze Pet Services* as an independent contractor and not as an employee. *Walkeaze Pet Services* shall be responsible for their insurance and all statutory declarations and payments with regard to income tax and VAT where applicable.

2. Walkeaze Pet Services will not confirm any booking until a consultation has been carried out with *The Client* and the agreement, with full details of client's requirements, has been signed by *The Client*. *Walkeaze Pet Services* agrees to perform the agreed services in an attentive, caring and reliable manner and *The Client* undertakes to provide all necessary information to assist in this performance. *Walkeaze Pet Services* undertakes to notify *The Client* of any occurrence pertaining to the dog(s) which may be relevant to the care and well-being of the dog(s).

3. *Walkeaze Pet Services* reserves the right to walk other compatible dogs at the same time but undertakes to limit the number of dogs walked together to six. *The Client* will ensure that their dog(s) is wearing an identification tag, with correct and up to date client contact details in accordance with **The Control of Dogs Act 1992**. *The Client* will provide suitable harnesses, collars and leads as approved by *Walkeaze Pet Services* as well as coats if required. Dogs shall be, cleaned and towel dried before returning home. Poo bags and treats are supplied courtesy of *Walkeaze Pet Services*. Except in cases where dogs have particular dietary requirements (*The Clients* must make *Walkeaze Pet Services* aware of any allergies or other health issues, which may impact on the dog's health or well-being). In these cases, treats should be provided by *The Client*.

4. *Walkeaze Pet Services* shall not be obliged to perform any other duties, except those specified and agreed to on the Agreement form.

5. *The Client* agrees that, in admitting their dog, *Walkeaze Pet Services* has relied on *The Clients'* representation that their dog is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog. All dogs will be subject to an initial assessment by *Walkeaze Pet Services* prior to using *Walkeaze Pet Services*, services and dogs will be monitored over the first few walks. *Walkeaze Pet Services* reserves the right to refuse admission to any dog deemed to be or have the potential to be dangerous or disruptive. *The Client* agrees to notify *Walkeaze Pet Services* immediately of any unwelcome, aggressive, procreative or dangerous behaviour of their dog that has potential to cause harm to any other dog or individual.

6. *Walkeaze Pet Services* offer services where dogs co-mingle in groups. *The Client* accepts that during the course of normal dog play their dog(s) may sustain injuries. All dogs play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries can occur, albeit rare, despite the best supervision.

7. *Walkeaze Pet Services* will only let the dog(s) off their lead once the 'Off Lead Consent form' has been signed, and will remain at the discretion for *Walkeaze Pet Services*.



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8. *Walkeaze Pet Services* reserves the right to refuse admission if *The Client* fails to provide adequate proof of vaccinations including Bordetella (Kennel Cough), or the vaccinations are found to be expired or otherwise incomplete. *The Client* accepts that even though their dog is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog(s) can still contract Kennel Cough. *The Client* agrees that they will not hold *Walkeaze Pet Services* responsible if their dog(s) contract Kennel Cough. *The Client* agrees to take any necessary measures and precautions to ensure that their dog(s) is continuously free of contagious infections or communicable diseases. *The Client* agrees to notify *Walkeaze Pet Services* immediately of any infectious and/or contagious disease or conditions their dog(s) has been exposed to or is affected by. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Kennel Cough, Parvovirus, Coronavirus, Worms, Lyme Disease, Fleas, Pregnancy, Infectious skin or eye diseases or conditions and internal parasites. *Walkeaze Pet Services* reserves the right to refuse admission until satisfied that the condition is resolved.

9. *Walkeaze Pet Services* will not walk bitches who are in season or pregnant.

10. *The Client* agrees to ensure their dog has not eaten in the hour before pick up by *Walkeaze Pet Services* to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion or GDV).

11. *Walkeaze Pet Services* will apply personal judgement and cut short a walk, if necessary, because of extreme weather conditions (i.e. heat, thunderstorms) for the safety of both the dogs and the walker.

### Compensation

12. Additional fees may include the purchase of necessary items for the care of the dog(s) including but not limited to unexpected visits and emergency expenses for health care. *Walkeaze Pet Services* shall retain and submit receipts as proof of additional expenses.

13. Full payment for services (agreed either at time of booking or subsequently) is to be made by the date specified on the invoice (i.e. invoice due date). Invoices will be emailed towards the end of each calendar month and payment should be made, via cash or bank transfer only. Should payment not be made within this time, 2.5% of the total bill will be added for each day that payment is overdue. *Walkeaze Pet Services* reserves the right to terminate the agreement immediately if payment is not forthcoming.

*Please be aware, that weekends, bank holidays and requests for out of hours services, are subject to a higher price rate. See our website for guidance on this. [www.walkeazepetservices.co.uk](http://www.walkeazepetservices.co.uk)*

### Retainer fee

14. A retainer fee of 50% of your usual daily charge rate will apply should you need to cancel agreed regular spaces for an interim period, (with a view to returning to these slots) in the event that your circumstances temporarily change.

15. Term-time only clients will be subject to a 50% retainer fee, for their regular days (Mon to Fri) when walks are temporarily cancelled at *The Client's* request (i.e. during non-term time). This fee is applied to ensure that your spaces will be guaranteed when returning and are not reallocated to another client/dog. During one calendar year, a two week waiver period shall be applied, whereby no deduction is made to *The Client*. This waiver shall be applied during the start of the Summer holidays.



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16. It is the responsibility of The Client to ensure that Walkeaze Pet Services are aware of term dates, according to whichever local authority applies to you, The Client.

### Cancellation or Termination

17. Either party may terminate the Agreement a minimum of 24 hours prior to the first scheduled walk/home visit without incurring penalties.

18. One-off single cancellations by The Client must be made **72 hours in advance**; failure to do so will incur **100%** charges. Multiple cancellations by *The Client* (2 or more cancellations in one week or 1 or more cancellations over consecutive weeks) will be charged a **50% retainer fee** of your regular dog walking booking fee. However, if your space can be filled with an occasional booking, no retainer fee will be applied. **Please note for cancellations/bookings etc, office hours are 09:00 to 17:00 Mon to Fri. Messages left at any other time, may not be effectuated until the following working day.**

19. If *The Client* wishes to terminate any of their regular bookings with *Walkeaze Pet Services*, a minimum of 4 weeks notice is required. Failure to give notice will incur a 50% charge for the required 4 week notice period.

20. *Walkeaze Pet Services* will give *The Client* a minimum of 4 weeks notice for any holiday arrangements that *Walkeaze Pet Services* has made, to ensure that *The Client* can make alternative arrangements for their dog(s) for that period. However, in most cases, we are optimistic that most regularly scheduled walks are able to be covered by *Walkeaze Pet Services* freelance dog walking team.

21. Where *Walkeaze Pet Services* need to cancel due to unforeseen circumstances, including but not limited to, ill health and extreme weather conditions, they will contact *The Client* as soon as possible so that *The Client* can make alternative arrangements for their dog(s).

22. Should any dog become aggressive or dangerous, *Walkeaze Pet Services* will:

(i) Terminate The Dog Walking Agreement with immediate effect.

(ii) The Dog Walking Agreement shall be deemed terminated.

23. Any wrongful or misleading information given by you, *The Client*, in the "Agreement" form may constitute a breach of terms of this Agreement and be grounds for instant termination thereof.

24. Termination under the circumstances described in 22 or 23 above, shall not entitle *The Client* to any refunds or relief of any outstanding payments due.

### Liability

25. *Walkeaze Pet Services* (and their freelance team members) will have in place current liability insurance relative to the services performed for *The Client*.

26. *The Client* is responsible for checking with their own pet insurer that their dog is covered under their policy while being walked by *Walkeaze Pet Services*.



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27. *Walkeaze Pet Services* accepts no responsibility for any breach of security or loss of or damage to *The Client's* property if any other person has access to the property during the term of the Agreement.

28. *Walkeaze Pet Services* shall not be liable for any mishap of whatsoever nature, which may befall a pet or be caused by a pet who has unsupervised access to the outdoors.

### Emergencies

29. In the event of an emergency, *Walkeaze Pet Services* shall contact *The Client* at the numbers provided, to confirm *The Client's*, or if *The Client* cannot be reached, the Guardian's choice of action. In the event that neither can be contacted, *Walkeaze Pet Services* is authorised to:

(i) Transport the pet(s) to the nominated Veterinarian;

(ii) Request on-site treatment from a Veterinarian;

(iii) Transport the pet(s) to an emergency clinic if the previous two options are not feasible.

30. *The Client* is responsible for the full cost of treatment of any injuries or illness that their pet receives while under the care of *Walkeaze Pet Services*, together with any associated costs e.g. transportation/call out charges. *The Client* agrees to pay all such costs immediately on collection of their pet, or by agreement with the proprietor.

### Keys

31. *The Client* gives permission for *Walkeaze Pet Services* to hold keys to their property, if necessary, which have been provided willingly. It is understood that *Walkeaze Pet Services* will return the keys to *The Client* at the end of the agreement period.

32. *The Client* agrees to provide keys/arrange access to the dog(s) for the agreed appointment; failure to do so will result in a cancellation fee for that day's service and must be paid in full by *The Client*. *Walkeaze Pet Services* accepts no liability for the security of *The Client's* home, should keys be left in a place deemed to be "safe" by *The Client*, at *The Client's* request.



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### Pet Sitting and Pet Feeding/Home Visits

#### Cancellation policy for pet sitting

33. A period of 7 days' notice must be given by The Client for any cancellations once booking has been agreed. Failure to do so may result in 100% of the booking fee being charged.

34. The Client must provide all items necessary for pets to be adequately cared for in The Client's absence. (i.e. food, medication, leads, tags, collars, cat litter etc). Should pets require any additional supplies whilst in the care of Walkeaze Pet Services, these will be purchased and added to the bill.

35. The Client must provide Walkeaze Pet Services with the name and contact number of someone capable of making a decision relating to the pet(s) in an emergency. If the contact is not available Walkeaze Pet Services reserves the right to consult with a Veterinary surgeon and then make a decision which is in the best interests of the pet(s).

36. The Client is responsible for any veterinary bills, no matter how they are incurred, whilst the pet(s) are in the care of Walkeaze Pet Services.

37. Walkeaze Pet Services must be alerted to any behavioural problems with their pets at the time of booking. Failure to do so may result in additional charges or termination of agreement.

38. Walkeaze Pet Services and our Freelance Dog Walkers, holds Public Liability insurance, however, wherever possible pets should be insured by The Client. Walkeaze Pet Services reserves the right to refuse a booking for any pet(s) which is not insured.

39. Walkeaze Pet Services will care for your pet(s) as you would, and whilst we will make every effort to ensure your pet is well looked after in your absence, Walkeaze Pet Services cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.

#### Cancellation policy for pet feeding/home visits

40. Any cancellations must be made at least **72 hrs** in advance, or the full agreed rate will be charged.

41. Walkeaze Pet Services will take adequate steps to ensure your home is safe and secure in your absence. However, Walkeaze Pet Services cannot be held responsible for any burglaries, nor any accidents caused by your pet(s).

42. The Client must provide Walkeaze Pet Services with the name and contact number of someone capable of making a decision relating to the pet(s) in an emergency. If the contact is not available Walkeaze Pet Services reserves the right to consult with a Veterinary surgeon and then make a decision which is in the best interests of the pet(s).

43. Whilst pets are in the care of Walkeaze Pet Services, The Client is responsible for any veterinary bills, no matter how they are incurred.



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### Keys

44. *The Client* gives permission for *Walkeaze Pet Services* to hold keys to their property, if necessary, which have been provided willingly. It is understood that *Walkeaze Pet Services* will return the keys to *The Client* at the end of the agreement period.

45. *The Client* agrees to provide keys/arrange access to the pet(s) for the agreed appointment; failure to do so will result in a cancellation fee for that day's service and must be paid in full by *The Client*. *Walkeaze Pet Services* accepts no liability for the security of *The Client's* home, should keys be left in a place deemed to be "safe" by *The Client*, at *The Client's* request.



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### Pet Taxi/Transportation

46. All bookings are subject to a 50% non-refundable deposit payable in advance.
47. Any cancellations must be made more than 48 hrs in advance or the full rate will be charged.
48. For transportation to a Veterinary Practice, The Clients must notify the Practice that Walkeaze Pet Services will be attending the appointment on their behalf. The Clients should ensure that arrangements for payment of any treatment and or medication has been made with either Walkeaze Pet Services or the Veterinary Practice.
49. Should The Client wish to accompany Walkeaze Pet Services whilst their pet(s) is being transported, they accept that they do so at their own risk and that Walkeaze Pet Services accepts no liability for any accident, injury, or delay incurred during transportation.