



## **Paws2Walk Terms Conditions Procedures of Service**

**Please note - Service Specific Terms and Conditions will be made available and discussed at the time of Registration once we have ascertained which of our services you wish to use.**

### **Registration & Bookings:**

Once clients/pet owners have completed the registration process, it will be considered that the terms and conditions below will have been read, understood and accepted, and that they have had the opportunity to discuss the specific terms of the service they have requested.

Registration of new pets and their owners is essential before any visit can be carried out so, please allow time for this process when making enquiries.

Assessment and registration will include completion of a registration form and in most cases, subject to circumstances, a visit from Paws2Walk to meet and greet you and your companion animal/s. This introductory visit provides you and your companion animal/s with the opportunity to meet and find out more about what Paws2Walk can offer. It enables you time to ask questions and confirm your specific requirements. However, the assessment may take place in the first instance by telephone and or by email and the visit may happen at a later date.

Bookings cannot be confirmed until a deposit booking fee of 35% of the total fee has been paid. Registration and assessment must also be completed before the dog walk, pet sit, or pet visits takes place. This means that important client /owner and pet information and your requirements should be fully discussed and agreed, including details and information about all pets that Paws2Walk will be expected to care for in the client's absence.

Clients/pet owners are responsible for ensuring that Paws2Walk has accurate details of the pet owner /keeper which must include, name, address and contact telephone number and email addresses. Should any details change please make sure you have informed Paws2Walk of the changes promptly. Please note that repeated cancellations once bookings have been made may result in the withdrawal of service.

Once contact has been made with Paws2Walk and the client/pets needs have been identified the service is determined by what has been agreed between Paws2Walk and the client from the assessment registration process. This is to safeguard the service, the client and other existing clients' and their pets.

### **Emergency contacts and emergencies:**

Clients will be asked to provide the name and contact details of someone capable of making a decision relating to the pet(s) in the event of an emergency. If the contact provided is not contactable or available, Paws2Walk reserves the right to discuss and consult with a veterinary surgeon and make decisions in the best interests of your companion animal. Therefore, it is a requirement that the client provides adequate contact numbers where they or another guardian can be reached who can make important decisions in an emergency to prevent any misunderstandings.

While pets are in the care of Paws2Walk, the client will be responsible for any veterinary bills, regardless of how they are incurred. The exception would be if Paws2Walk was proven negligent in the care of your companion animal.

### **Important information**

Besides contact details, Paws2Walk will ask for the following information on your pet, where this is pet appropriate:

- Pets name and DoB or age
- Insurance company and policy number where applicable
- Microchip number (compulsory and legal requirement for dogs)
- The pet's medical history, allergies and any medication they are taking
- The current status of their annual vaccination
- The details of flea worm and tic treatments
- Whether the pet is neutered or whole

### **Getting and being prepared - Resources**

We ask that clients provide all the necessary resources that your pet/s needs to be effectively and adequately cared for in your absence.

**This includes but is not restricted to the following:**

- Food with bowls available for meals and water
- Medication (with instructions)
- Collars, tags, doggie coats (if you use these) and walking leads/holsters or harnesses and dog toilet bags
- Towels for drying your dog/s after their walk when the weather is wet
- Litter for any indoor cat trays and a cat basket in case of trips to vets
- Bedding including materials for any small animals
- Safe cleaning products for cleaning bowls, small pet houses/hutches etc
- Bin liners for disposal of waste products (litter clearance and bedding replacements)
- Kitchen towel / other resources for cleaning

Should additional supplies be needed when carrying out of the service these will be purchased and added to the next bill payment.

### **Vaccinations and inoculations:**

Please ensure that your dog/s and cat/s vaccinations are current and in date. Paws2Walk visits many animals and this is a safeguard to ensure that infections are not inadvertently passed on. Paws2Walk has a strict hand hygiene, washing and antibacterial policy between visiting each client's companion animals. This however, is not a substitute for effective vaccinations and inoculations, including worming, tic and flea treatments.

### **Health safety and welfare**

Please let Paws2Walk know if your companion animal has been unwell or had symptoms of vomiting or diarrhoea within 24 hours of us due to make a visit or as soon as you become aware. This is important so that we can provide the correct care and make the necessary decisions on how and where they are exercised.

Health, safety and welfare are important to your pet, other pets and Paws2Walk staff. We stress that your dog must not have shown any form of aggression towards adults, children and other dogs/pets.

Clients must make a full disclosure of any characteristic which may make a dog unsuitable for acceptance to the service. This will include anti social or aggressive behavior or a previous incident of dog attacks/biting etc. Failure on the part of the owner to disclose any matter which might render the owner's dog unsuitable for the service will be considered a material omission and in breach of our agreement.

### **(Kennel Cough) Canine Infectious Bronchitis**

It is recommended that your dog is inoculated against canine infectious bronchitis if there is any risk, they are exposed to this. We suggest you

discuss this matter with your veterinary surgeon as this is caused by complex virus/bacteria only some of which respond to the vaccination.

Clients/pet owners must ensure their dogs and cats are up to date with flea and worming treatments. Dogs and bitches should be neutered/spayed unless otherwise agreed by Paws2Walk. The decision to accept an unneutered dog is at the sole discretion of Paws2Walk. However, clients will be asked to sign a document that they understand the risks associated with unneutered dogs/bitches and Paws2Walk accepts no liability associated with these risks.

When exercising groups of dogs, there will always be a small inherent risk of minor injuries. These may include scratches, nicks, scrapes and possible puncture wounds that may or may not require treatment. These can occur from normal dog play and socialization. Dogs explore their world through their nose and play with teeth and claws. In the event of minor injury these will be addressed by First Aid trained staff. However, all dogs receiving a service from Paws2Walk will be at the client/pet owner's own risk.

### **Medication**

If your pet/s requires medication or special dietary foods, please ensure any medication or special food (where multi-pet households) is clearly marked and labeled with the pet's name, and full instructions of the name of the medicine/dosage/times/route/storage, to be given etc.

### **Legal duties:**

**From April 2016 it became a legal requirement for all dogs to be micro-chipped and for contact details to be up-to-date on a pet ID tag.** There are some exceptions but please ensure that you can demonstrate this at registration. There is an animal health/welfare act called The Animal Welfare Act 2006 and at Paws2Walk we have received training about this Act and our obligations in meeting the requirements of the Act.

### **Insurance & legalities:**

While Paws2Walk has business insurance, it is strongly advisable that pets are insured by the client/pet owner. Paws2Walk reserves the right to decline a booking for any animal which is not insured. Any decisions to accept an uninsured pet, is at the sole discretion of Paws2Walk. Paws2Walk Proprietor cannot be held responsible for any risks associated with uninsured pets.

Although Paws2Walk takes the greatest of care for all animals in our charge, we accept no responsibility for any illness, accident, loss or death that occurs to any animal whilst in our care.

## Payment, pricing, charges and fees

Paws2Walk will from time-to-time review and revise our prices. We reserve the right to make these changes where and when necessary and may include additional costs due to expenses, i.e., fuel charges etc. Where clients request a different service from that offered or has special requests, we will make every effort to accommodate. This may however, incur additional charges particularly where the request would impact on normal/usual service routines/travel etc. Repeated failures to make payments will result in the withdrawal of service.

Once the 35% booking deposit fee has been accepted for a pet sit or a one-off pet visit service, the full remaining amount is payable 10 working days before the first day of service.

For a **regular** dog walking/pet visiting sitting service, payments are requested weekly via invoice at the end of each week.

Payments can be made by cash or bank transfer. If this is not possible then cheques maybe accepted but this form of payment is not permissible for holiday pet sits unless made in advance (fifteen working days) prior to the first day of the pet sit. Failed or non-payments will incur additional charges at 2.5% of the total bill and will be added for each day that payment is overdue. Failure to pay for services may lead to legal action.

At Paws2Walk we understand that unexpected crisis can occur. We would wish to avoid discord and disputes and suggest that if there is a risk that our services cannot be paid for due to a sudden or unexpected crisis that you inform us as soon as possible. Where feasible, we will discuss this and where possible, negotiate with you on a temporary basis until you have resolved the crisis. However, we stress that this will only be offered where the situation is temporary and not a re-occurrence. Paws2Walk may, accept a slightly longer period for clients to make their payment in these exceptional circumstances. This would be at the discretion of Paws2Walk.

## Multi-Pets / Additional Pets

Clients' own pets are logged to the system through a registration and assessment process. This is important for insurances purposes and so that relevant information can be gathered before the service begins. For dogs, this will often involve a short trial walk. Once the service comments dogs are gradually introduced to other dogs where clients have outlined and given assurance that their own dog can walk with other dogs. Paws2Walk then judges the suitability of each dog and gradually introduces them to a selection of dogs across different walks. Some dogs can only be exercised as solo walks and this is determined at the beginning of the service. Where clients request to add extra pets to the service, whether their own or other

people's pets this must first be agreed with sufficient notice to allow for the regular schedule to accommodate these arrangements. In some cases, insufficient notice or unsuitable pets may not be accepted and in all cases a registration process must be followed. Please allow sufficient time when making such requests. The decision to accept additional pets is entirely at the discretion of Paws2Walk and a fee will be added to the existing charge. Please be aware that walking schedules are completed a week in advance. If requests are made for additional walks or additional pets this may have an impact on the existing schedule and therefore may not be possible to agree, particularly at short notice. Where requests are made to walk dogs in specific places or the collection location of the dogs change additional charges will be made to cover the additional time and travel this may incur. Where requests are made to add pets belonging to other people the usual process of registration & assessment etc. will apply and the owners of these additional pets must provide consent and agree to the registration process.

### **Cancelations / changes**

Paws2Walk provides a service to many different people and their pets. If you need to cancel a visit/walk etc. please provide sufficient notice, so that changes can be made in a timely manner. In an emergency, please contact Paws2Walk as soon as you can and we will do our best to accommodate urgent changes to cover emergencies. Clients are requested to provide two weeks' notice if they are going on holiday and need to stop the service for the period covering their holiday/vacation.

On occasions, clients may have to cancel a visit/walk etc. due to sudden and unforeseen circumstances or arising emergencies. Please contact Paws2Walk should this be the case. At Paws2Walk we understand that emergencies happen.

### **Persistent cancelations of service**

Unfortunately, Paws2walk will not be able to provide a service where clients' regularly book a visit/walk or service and subsequently cancels these bookings on a regular basis. Where a service is regularly booked and cancelled Paws2Walk reserves the right to withdraw that service and clients will be expected to pay for the cancelled services.

### **Feedback, compliments and complaints**

Paws2Walk has a compliment, comments, concerns and complaints policy. Where disputes of other kinds of discord occur, we will attempt to mediate, negotiate or arbitrate to seek amicable resolution.

Of course, we welcome feedback on our services so that we can understand what we are doing well and what works for our clients and their

pets and how the service can be improved. Feedback surveys will be made available annually and at other service reviews.