



## **Paws2Walk Terms & Conditions of Service**

### **Services:**

- **Holiday/away from home pet care**
- **Regular dog walking** (Payment required if walks are cancelled)
- **Irregular or occasional dog walking** (Ad-hoc individual requests payment in advance)

### **Registration & Bookings:**

Once clients/pet owners have completed the registration process, it will be considered that clients have read, understood and accepted the terms and conditions. The registration process provides clients with time and opportunities to ask questions, clarify uncertainties, discuss specific service needs/terms.

Registration of new pets (& additional pets) and their owners is essential before any visit can be carried out. Please allow time for this process when making enquiries for a service. Registration and assessment must be completed before the dog walk, pet sit, or pet visits takes place.

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/your companion animal/s.

This introductory visit provides an opportunity to meet and learn more about Paws2Walk. It enables time to ask questions and confirm your requirements. It is usually a free visit however, where this is a multiple pet household, a fee may be applied to cover the additional time and administration costs of registering more than one pet. This will be explained before the visit takes place.

The registration process involves exchanging important client/owner and pet information, including details about all pets that Paws2Walk will be expected to care for in the client's absence, before the service starts.

Clients/pet-owners, guardians, pet-minders or other dog walkers are responsible for ensuring that Paws2Walk has accurate & current details of the pet owner/keeper which must include, name, address and contact telephone number/email addresses. Please ensure the owner has given authority & consent for Paws2walk to walk or mind the pet. Should any

details change please make sure you have informed Paws2Walk of the changes promptly.

Changes/cancellations to a scheduled weekly visit must be made in writing via a letter/an email or by text and in a timely manner to prevent disrupting schedules to other existing clients. Verbal requests for changes or cancellations will not be accepted. This is to avoid the risk of mistakes or misunderstandings. Please note, repeated cancellations may result in the withdrawal of a 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.

#### **The assessment process:**

1. Basic telephone enquiry. Paws2Walk will gather name, address, post code, email, mobile, phone number, pets name, breed and vet practice.
2. Paws2Walk will ask client to: visit the website, and to: read several service reviews via Google, Yell.com or Trustpilot.
3. For dog walking/pet sitting services clients are invited to join Paws2Walk on an informal meet and greet dog walk (If their dog is sociable around other dogs).
4. If clients wish to proceed and pursue a service an email is sent to client asking for further details (Microchip number, emergency contact, pets health history etc) and a £12 walk-deposit (returned after the third walk) is taken or a 35% non-refundable deposit for holiday bookings. Holiday bookings can only be formally booked once a deposit is paid.
5. Paws2Walk will then complete the assessment and registration process by visiting you and your pet.

The outstanding fee for holiday bookings must be paid in full, ten working days by BACS transfer and before the service begins.

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.

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

Clients will be asked to provide the name/contact/guardian details of someone capable of making a decision relating to the pet(s) in the event of an emergency. This is a requirement of the service to prevent any misunderstandings.

If the contact provided is not contactable or available, Paws2Walk reserves the right to discuss and consult with your own, or another vet. The vet treating your pet will make decisions in the best interests of your companion animal and the vet takes responsibility for any decisions made in your absence.

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, where appropriate:

- Pets name and DoB or age
- Insurance company and policy number where applicable
- Microchip number (compulsory and legal requirement for dogs & cats)
- The pet's medical/health history, allergies/any medications
- Current status of their annual vaccination
- Details of flea worm and tic treatments
- Whether the pet is neutered or whole

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

We ask clients to provide all necessary resources 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 (Full instructions on storage administering dose route times/days)
- Collars, tags, dog-coats (if you use these) walking leads/holsters or harnesses, 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 bill payments.

### **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 hand hygiene, washing and antibacterial policy between visiting each client's companion animals. This however, is not a substitute for effective vaccinations/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 if, how, where & when 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 behaviour or a previous incident of dog attacks/ biting etc. If a dog displays any of these characteristics – it is the discretion of Paws2Walk as to whether the dog can be accepted or not.

Most dogs socialize well with other dogs, and this is an important part of their day. Some dogs can only be exercised as solo walks. This is usually determined at the beginning of the service/soon after. Where a dog must be walked 'solo', for any reason, this will incur additional charges.

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.

When exercising groups of dogs, there will always be a small inherent risk of minor injuries. These may include scratches, nicks, scrapes and possible small puncture wounds from surface contact that may or may not require treatment. These can occur from normal dog play and socialization. Dogs explore their world through their nose, teeth and paws. 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.

### **Multi-Pets / Additional Pets**

Clients' pets are logged to the system via registration and assessment. This is important for insurances purposes and so relevant information can be gathered before the service begins.

For dogs, this may involve a short trial walk. Once the service commences, dogs are gradually introduced to other dogs where clients have outlined/given assurance that their own dog can walk well/socialise with other dogs. Paws2Walk then judges the suitability of each dog and gradually introduces them to a selection of dogs across different walks, where this is possible and practical.

Where clients request to add extra pets to the service, whether their own or other people's pets this must first be agreed with Paws2Walk with sufficient notice to allow for the regular schedule to accommodate these arrangements.

Where requests are made to add extra pets, clients or those 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/payment and the Terms and Conditions of service.

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 cover the admin, care, time, and insurance costs associated with extra pets. This extra charge must be agreed and paid for by the pet owner or the person making the request.

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 dog/s collection changes, additional charges may be made to cover the extra time and travel expenses this may incur.

### **(Kennel Cough) Canine Infectious Bronchitis/ other diseases and Unneutered pets)**

It is recommended that your dog is inoculated against canine infectious bronchitis if there is any risk they are exposed to this and other diseases. 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 or spayed unless otherwise agreed by Paws2Walk. The decision to accept an unneutered dog is at the discretion of Paws2Walk.

While Paws2Walk does not routinely decline unneutered, uninsured pets, serious consideration must be made to ensure owner awareness, responsibility and duty of care, and/or potential risks & hazards to all pets are reduced.

Clients may 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.

## **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 labelled with the pet's name, and full instructions of the name of the medicine/dosage/times/route/storage, are to be given etc. Paws2Walk may decline to give medication if the medication has not been prescribed or issued by a vet. In particular, where the client has chosen to self-medicate their pet, Paws2walk is unlikely to assist with administering medication unless they receive a letter of advice or authorization from the pets vet.

## **Legal duties:**

From April 2016 it became a legal requirement for all dogs to be microchipped and from 2024 all cats too, and for contact details to be up-to-date on dog/pet ID tag.

There are some exceptions. Please ensure that you can demonstrate this at registration. There is an animal health/welfare act called The Animal Welfare Act 2006 & relevant updates. At Paws2Walk we have received training about this Act and our obligations in meeting requirements of the Act.

<https://www.gov.uk/guidance/animal-welfare>

<https://www.richardfuller.co.uk/policy-campaign-email-responses/animal-welfare-update-march-2024>

From 10<sup>th</sup> June 2024, UK law requires all domesticated pet cats to be microchipped.

## **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 discretion of Paws2Walk. Paws2Walk Proprietor cannot be held responsible for any risks associated with uninsured pets.

Although Paws2Walk takes the greatest of care of all animals in our



care, we accept no responsibility for any illness, accident, loss or death that occurs to any animal whilst in our care.

### **Payment, invoices, pricing, charges and fees**

Paws2Walk will, from time-to-time review and revise our prices. We reserve the right to make these changes where/when necessary and may include additional costs due to expenses, i.e., fuel charges, travel, travel-time and cost of living increases 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 could impact on normal/usual service routines/travel etc.

Invoices for regular services are sent either weekly or monthly depending on the decision at individual registration or by prior agreement.

### **Payment terms are:**

Payment must be made upon receipt of each invoice, which is usually sent via email.

Paws2Walk expect that invoices will be paid promptly on receipt of the invoice. However, clients must make payment, in full, no later than one week (7 days) from the date of the invoice. This date will usually correspond with the date the emailed invoice is sent. Where a client may be away or out of the country, reasonable allowances can be made to cover this exception.

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.

Repeated failure to make payments or where repeated reminders have to be sent, this will result in the withdrawal of a service. Administration charges may also be applied.

Payments can be made by bank transfer BACS/cash.

Cheques are no longer accepted as routine forms of payment unless by specific agreement with Paws2Walk, in advance.

Please note cheques are not permissible for holiday pet sits.

Failure to pay for services may lead to legal action/or via the services of Small Claims Court etc.

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 ten working days before the first day of service.

For a **regular** dog walking/pet visiting/sitting service, payments are

requested weekly or monthly via invoice at the end of each week/month depending on what has been arranged/agreed and must be paid promptly within one week (7 days) of the invoice date.

At Paws2Walk we understand that unexpected crisis can occur. If there is a risk that our services cannot be paid for due to a sudden or unexpected crisis, please 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. 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. However, we stress that this will only be offered where the situation is temporary and not re-occurring.

### **Cancellations / changes / Termination of a service**

Paws2Walk provides a service to many different people and their pets. If you need to cancel/change a visit/walk etc. please provide sufficient notice, so that changes to the schedule can be made in a timely and considerate 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 or additional visits (07747534153).

For holiday pet care bookings, clients are requested to provide two weeks' notice to cancel. Deposit payments cannot be returned.

Repeated holiday cancellations, following bookings made, will result in the withdrawal of all future services.

On occasions, clients may have to cancel a pet-visit/walk etc. due to sudden and unforeseen circumstances or arising emergencies. Please contact Paws2Walk should this be the case as soon as possible. At Paws2Walk we understand that emergencies happen. However please note the persistent '*cancellation & non or late payments*' section below will apply for repeated cancellation/late non-payments.

### **Repeated & persistent cancellations of service. And, non-payment or late payment of invoices.**

Unfortunately, Paws2walk will not be able to continue to provide a service to clients' who have asked for a regular dog walk/pet visit service, and who subsequently cancel on a repeated and/or short notice basis.

Where a regular service has been agreed, Paws2Walk reserves the right to charge for cancelled services and may withdraw the service fully, where this continues to happen or through non/late payment.



Paws2Walk may be able to offer an 'occasional, irregular service' on an 'as-and-when' needs basis where the planned/booked walk is paid for in advance.

Repeated cancellations for any services provided, may result in a full withdrawal of all services to a client.

Termination of a service: Where a client wishes to end a service, they are required to provide a week's (seven days) notice. Clients who receive a regular scheduled service must provide this required notice period. An invoice will be raised to cover the services provided until the end of the notice period.

Where a client has cancelled regularly and/or at short notice or has continued to late pay or delay making invoice payments, Paws2walk reserves the right to withdraw/cancel the service without notice.

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

Paws2Walk takes compliments, comments, concerns and complaints seriously. 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 can be made available annually or at other service reviews.