

# Terms & conditions



## Dog walking Agreement

### Client Authorisation & Terms

1. I agree to **provide keys/arrange for keys** to be available for **Fife Doggy Homecare** dog walking/day care/night boarding arrangements.
2. I authorise **Fife Doggy Homecare** to obtain any **emergency vet** care that may be necessary during the time spent with my pet. Every effort will be made to **contact the owner** as soon as possible. I accept **responsibility for any charges** related to this emergency care. I also authorise **Fife Doggy Homecare** to use an **alternative vet** in the event my regular vet is unavailable.
3. I agree to **compensate Fife Doggy Homecare** for any **additional fees** for providing emergency care, as well as any **expenses incurred**.
4. I understand I will be **responsible for any medical expenses** and **damages** resulting from an **injury to the pet sitter** or **other persons** by the pet. I accept **full liability** for any **loss or damage** caused by my dog whilst being walked.
5. I agree to notify **Fife Doggy Homecare** of any concerns/complaints **within 24 hours** of any appointments.
6. I understand I must **fully disclose** any quality or characteristic problem that might make my dog not suitable for walks.
7. I understand that there is are **resident dogs** and **cats** at **Fife Doggy Homecare's** household and I **consent** to my dog being boarded with them.
8. I understand I must **provide proof** of up to date **vaccinations** that has been completed **at least 4 weeks** before first date of boarding.



7. **Fife Doggy Homecare** 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 **Fife Doggy Homecare**, its employees, or assignments, **except** those occurring from the **negligence of the Dog walker**.

8. **Fife Doggy Homecare** accepts **no responsibility** for the **security** of the premises or **loss/damages** if other individuals have access to the home during the term of this agreement. Dog walking will **only** be carried out by **Fife Doggy Homecare** owner or employees.

9. **Fife Doggy Homecare** will not let any dog off his/her lead unless the owner has given **written consent**.

10. If **unforeseen circumstances** occur when **Fife Doggy Homecare** cannot attend to your dog's needs due to illness etc, you will be **notified** as soon as possible.

11. **Fife Doggy Homecare** is not responsible for damage sustained by a pet escaping because of a **faulty lead/collar** or a collar that is **not properly fitted**.

12. **Fife Doggy Homecare** will not be liable for the injury, disappearance, death, or fines of any pet with **unsupervised access** to the outdoors.

13. It is clearly understood that **Fife Doggy Homecare** 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 the care of **Fife Doggy Homecare**.

14. This agreement is valid for **all future walks** until a new agreement is signed. **Fife Doggy Homecare reserves the right to terminate** this agreement at any time, at its **sole discretion**. The client may **terminate this agreement** at any time.

### Dog Walker days off

Reasonable notice will be given for any days your dog walker will be off. Being self employed .... this will not happen very often!



### Meet and Greet Policy

This is an obligatory requirement from Fife Council. It is an excellent way for your dog to be introduced to **Fife Doggy Homecare** and for us to learn all about your dog's needs. **Fife Doggy Homecare** will not take a dog on without the meet and greet.

### Cancellation Policy

If you cancel **the day before** your walk, then you will be **fully charged**.

### Payment Policy

Invoices will be sent out on **Friday** to be paid by **18:00** on **Monday**. This can be done by bank transfer or cash. A reminder that the balance is due will be sent out after 7 days. After this reminder a **late charge of £5 per day** will be added to your invoice.

### Leads Policy

**Suitable leads/collars must be provided.** If suitable leads/collars are **not provided**, appropriate leads/collars **owned by the dog walker** will be used. Please discuss if you have any concerns.



**Heat**

When the weather is **extremely hot** **Fife Doggy Homecare** reserves the right to **not walk** your dog when it is **too hot** and **dangerous** to do so.

**Fife Doggy Homecare** will get in contact to **discuss possible options** for helping keep your dog cool and comfortable with various enrichment activities when this weather is forecasted.

**Rain, wind, ice, snow, freezing temperatures**

Walks will be **normal** unless the weather conditions make **travelling or walking unsafe** for your dog and your walker. **Fife Doggy Homecare** will get in contact to **discuss possible options** for walking or visiting when this weather is forecasted. **Fife Doggy Homecare** reserves the right to **cancel** a walk if deemed necessary.

**Dog Walker days off**

Reasonable notice will be given for any days your dog walker will be off. Being self employed .... this will not happen very often!

Client name: \_\_\_\_\_

Date: \_\_\_\_\_

Your signature: \_\_\_\_\_

Dog walker: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_