

Terms and Conditions – Greenwalks Pet Services Ltd

Definitions

- i) You, your means the client
- ii) We, us means Greenwalks Pet Services Ltd

1. Bookings & Payments

- 1.1 Bookings will only be accepted after all the necessary forms have been completed and payment made in accordance with our price list applicable at that time. Public holidays will be subject to an additional charge, should we decide to offer services on those days; each public holiday requiring a separate decision.
- 1.2 If you are a new client, an in-home consultation will be required, which will be carried out free of charge for the first visit. Subsequent visits requested by you will be charged at the standard hourly rate of the service in question.
- 1.3 Bookings may be accepted up to 24 hours before service begins.
- 1.4 The decision to accept a booking at any time is ours and our decision is final.
- 1.5 Invoices for payment shall be raised after the service has been provided and shall be payable by you in full within 7 days of the date of the invoice.

2. Duty of Care

- 2.1 We highly respect your trust with the care of your pet and where applicable, access to your property. We will take every care with your pet and your property, as if it were our own.
- 2.2 We will utilise our skill and knowledge to ensure the standards of care provided to your animals and your property is appropriate.
- 2.3 A change in a pet's routine and circumstances can cause varying degrees of distress and unpredictable or abnormal behaviour, particularly if their owner is on holiday. Pets have no concept or ability to understand their owner's absence is temporary and when or if they will be coming back. We understand this and will offer comfort and reassurance whilst trying, as far as is practically possible, and to maintain normal daily routines set and agreed with you.
- 2.4 In the event of extreme weather which may have an adverse effect on your pet e.g. heat or thunder storms, we shall, at our sole discretion, shall take whatever action we consider necessary, including not carrying out scheduled exercise until it is, in our opinion, safe to do so.
- 2.5 You agree to accept any decision made by us in the event of not being able to contact you as a result of wrong information held, failure of communication hardware/services or unforeseen circumstances.
- 2.6 If we are subjected to any expenditure as a result of any reasonable decision, you agree that we shall recover expenditure from you.

3. Aggressive or unsociable animals

- 3.1 You indemnify us against any damage or injury caused by your pet(s) towards any property, person or other animal, this will include, but not limited to veterinary, medical and legal fees.
- 3.2 In the event of your pet's behaviour exceeding what would be considered normal or acceptable towards people or other animals, we shall, in our sole discretion, take whatever action we consider necessary in the best interest of the animal and other animals or people, which may be encountered. This may include a refusal to walk a dog or, in extreme circumstances, termination of this contract and returning your pet to your property or even placing your pet in a boarding kennel.
- 3.3 We shall not be liable for any refund of fees where we have not been notified in writing of bad behaviour during or after our consultation with you.
- 3.4 Dogs will only be walked on leads unless you have given prior permission for an off-lead walk in writing.

4. Necessities

- 4.1 We will properly dispose of your pet's waste using our own waste bags, the cost of which will be included in our hourly service charge.
- 4.2 The client shall provide sufficient food, cat litter, treats and/or medicine for their pet(s) for the duration of the service.
- 4.3 All pets benefitting from our services will have secure collars provided by you with name/address tags. We will provide leads for dog walking services.

5. House cleanliness

- 5.1 We will clean up after your pets to the best of our ability.
- 5.2 In the case of your pet becoming wet/dirty during a dog walk, we will towel them down to minimise the transference of dirt to your property, however we will not be held liable for any transference of dirt to your property, furnishings or any cleaning associated cleaning costs.
- 5.3 You shall make available cleaning materials in the event of any toilet accidents within your property.
- 5.4 You will make known the location of appropriate cleaning materials, including but not limited to plastic bags, disposable gloves, towels, disinfectant, paper towels and bin bags.
- 5.5 We may charge for cleaning time where the duration or number of occurrences exceeds what would be considered acceptable.

6. Medicines

- 6.1 It shall be your sole responsibility to ensure we are fully aware of any health issues your pet(s) is experiencing, or has suffered in the past. We cannot be held liable for any actions or omissions which result in problems or complications for anything not disclosed.
- 6.2 No booking can be accepted without a completed Veterinary Release Form.
- 6.3 We shall follow instruction given to us by you but cannot be held liable for any complications which may arise.
- 6.4 In the event of a pet having a contagious illness or disease which has not been disclosed, you agree that you shall be liable for costs of treatment given to other animals which become infected as a result of your non-disclosure.

7. Unforeseen Purchases

- 7.1 In the event that items need to be purchased during the provision of the services to enable us to properly perform our duties, as we consider necessary in the interests of the health and wellbeing of your pet, you agree to reimburse the us upon production of a receipt for those purchases.

8. Keys

- 8.1 Where it is necessary for us to hold keys to your property, you shall provide one of each key needed. Keys will be coded and kept within a locked system for security.
- 8.2 Keys will be returned upon completion of this agreement providing all fees due have been paid.

9. Privacy

- 9.1 It is your sole responsibility to ensure the information provided to us is current and up to date.
- 9.2 We shall not use or pass to a third party (other than persons employed by us to perform the same duties and services) any information relating to you, your property or pet(s). Any information will be stored in accordance with the General Data Protection Regulations 2016 (GDPR).

10. Insurance

- 10.1 We hold and maintain Public Liability Insurance for your peace of mind.
- 10.2 The insurance covers us for the services defined and agreed during the times or periods specified and agreed by us.
- 10.3 It shall be your sole responsibility to ensure your property, its contents and pets are adequately insured throughout the duration of the provided services.
- 10.4 You are advised to check to see if your insurance provider need to be informed that we will have access to your property whilst you are away from it, whether this is on a daily basis or for longer periods.

11. Third Parties

- 11.1 You will advise us of the names and relationship to anyone who will have access to your property during any periods of your absence, whilst we undertake the services including but not limited to; cleaners, maintenance personnel, gardeners, friends, family and/or neighbours.
- 11.2 We will not be liable for other persons or their actions or omissions who have access to your property before, during or after services have been provided.

12. Carers companion

- 12.1 We may have a spouse, family member or friend accompany us whilst providing the scheduled services. No costs will be charged to your account for any assistance the companion provides and, for the avoidance of doubt, they will be subject to the same rules and agreements.

12.2 You will be advised in advance if we wish to be accompanied by a companion. All companions will be subjected to whatever checks we consider necessary or appropriate.

Declaration

I accept the Policies and Procedures of the Service Provider as detailed within this document.

Signed Date