

Policies and Procedures

1. Bookings
 - 1.1. For new Clients, an introductory consultation will be required before a booking can be made.
 - 1.2. A booking shall be made by completing a **Booking Form** and shall only be considered accepted when all the necessary forms have been completed and payment of a 50% deposit made in accordance with the price quoted.
 - 1.3. The balance of payment is due upon completion of the services booked, or weekly for ongoing services. Payments can be made in cash, by cheque or by bank transfer.
 - 1.4. Bookings may be accepted up to 24 hours before service begins but payment in full will be required for all bookings made less than 14 days before service begins.
2. Duty of Care
 - 2.1. 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 that their owner's absence is temporary and they will be coming back. Our Service Provider's understand this and will offer comfort and reassurance whilst trying, as far as is practically possible to maintain their normal daily routines.
 - 2.2. The Booking Form allows for an approximate time of visit. However, due to the nature of the service we cannot guarantee exact times and must allow a two hour window.
 - 2.3. In the event of extreme weather which may have an adverse effect on the Client's pet e.g. heat or thunder storms, the Service Provider shall in their sole discretion take whatever action they consider necessary, including cutting short or not carrying out scheduled exercise until it is, in their opinion, safe to do so.
3. Necessities
 - 3.1. The Service Provider will properly dispose of the Client's pet(s) waste, however the Client shall ensure there is an appropriate supply of bags for that purpose, and indicate their preferred method/location of disposal.
 - 3.2. The Client shall provide sufficient food, cat litter and any treats for their pet(s) for the duration of the Service.
 - 3.3. The Client shall provide secure collars with name/address tags and leads.
4. House cleanliness
 - 4.1. The Service Provider shall clean up after the Client's pets to the best of their ability
 - 4.2. The Client shall make available cleaning materials in the event of any 'mistakes' within their property.
 - 4.3. The Client shall show the Service Provider the location of appropriate cleaning materials, including but not limited to plastic bags, disposable gloves, towels, disinfectant, paper towels and bin bags.
 - 4.4. The Service Provider cannot be held liable or responsible for any stains, marks or damages caused by the fouling or attempts to clean it.
 - 4.5. The Service provider may charge for cleaning where the time or number of occurrences exceeds what would be considered to be acceptable.
5. Damage to property or possessions
 - 5.1. Any damage to the property or possessions of the Client in their absence, however caused by the pet shall be recorded by the Service Provider and where considered by the Service Provider to be serious enough to inform the Client, they will do so at the earliest opportunity by whatever means is available. Any costs, including administration and man-power in providing such notice may be recoverable from the Client.
6. Medicines
 - 6.1. It shall be the sole responsibility of the Client to ensure the Service Provider is fully aware of any health issues the pet is experiencing, or has suffered in the past. The Service Provider 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. The Service Provider shall follow instruction given on the Booking Form 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, the Client may be liable for the costs of treatment given to other animals which become infected.
7. Sick or injured pets
 - 7.1. If the pet is taken sick or injured the Service Provider will notify the Client at the earliest convenience using whatever method is available to take instructions or guidance. In the event of the Service Provider not being able to contact the Client or the Client's Emergency Contact, or in an emergency situation, the Service Provider shall, if in its own opinion the pet needs veterinary attention/treatment/opinion shall make arrangements as necessary, in the best interest of the pet. Any veterinary bills shall be directly chargeable to the Client.
8. Keys
 - 8.1. Where it is necessary for the Service Provider to hold keys to a property, the Client 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 shall be the Client's sole responsibility to ensure the information provided to the Service Provider is current and up to date. The Client agrees to accept any decision made by the Service Provider in the event of the Service Provider not being able to contact the Client as a result of wrong information held. If the Service Provider is subjected to any expenditure as a result of that decision, such expenditure shall be recoverable from the Client.

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- 10. Insurance
 - 10.1. The Service Provider holds Insurance for the services defined within the Booking Form, during the times or periods specified within that schedule.
 - 10.2. It shall be sole responsibility of the Client to ensure their property, its contents and pets are adequately insured throughout the duration of the Scheduled Services.
 - 10.3. It is the responsibility of the Client to advise its insurance provider if so required that the Service Provider will have access to the Client's property to carry out the services defined.
- 11. Third Parties
 - 11.1. The Client shall advise the Service Provider of anyone who will have access to their property during any periods of the Client's absence, including but not limited to cleaning services, maintenance personnel, friends, family and neighbours.
 - 11.2. The Service Provider shall not be liable for other persons or their actions or omissions who will be in, or have access to the Client's property before, during or after services have been rendered.
- 12. Service Provider's companion
 - 12.1. The Service Provider may have a spouse, family member or friend accompany them whilst providing the scheduled services. No costs will be applied to the Client's account for any assistance the companion provides.
 - 12.2. The Client will be advised in advance where a Service Provider wishes to take a companion, all companions will be subjected to whatever checks the Service Provider considers necessary or appropriate.
- 13. Miscellaneous
 - 13.1. Dogs will be walked on leads unless the Off-Lead Permission Form has been agreed and signed. The policies and the Service Agreement will always prevail.

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

Signed

Print name..... Date.....
For and on behalf of the Client