

TERMS & CONDITIONS

DOG WALKING



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DOG WALKING AGREEMENT



Client Authorisation & Terms

1. Access to Property

The client agrees to provide Pet Patrol with keys, access codes, or other necessary arrangements to access the property in order to carry out the agreed services. The client will ensure that keys and access details are safe, functional, and provided in a timely manner.

2. Emergency Veterinary Care

The client authorises Pet Patrol to obtain any emergency veterinary care deemed necessary for the health and welfare of their pet(s) during the period of care. Every reasonable effort will be made to contact the client before treatment is sought. The client accepts full responsibility for all costs incurred for such emergency care. If the client's regular veterinarian is unavailable, Pet Patrol is authorised to use an alternative licensed veterinary professional.

3. Additional Expenses

The client agrees to reimburse Pet Patrol for any additional fees incurred in providing emergency care, as well as any costs relating to unexpected visits, transportation, accommodation, food, or supplies required for their pet(s).

4. Liability & Indemnity

The client understands and accepts that they are responsible for any medical expenses or damages resulting from injury to the pet sitter, representatives of Pet Patrol, or any other person caused by their pet(s). The client agrees to indemnify and hold harmless Pet Patrol from any claims, losses, or legal actions resulting from such incidents. The client also accepts full liability for any loss or damage caused by their dog(s) whilst being walked.

5. Concerns & Complaints

The client agrees to notify Pet Patrol of any concerns, complaints, or issues within 24 hours of the relevant appointment or service so that they can be addressed and resolved promptly.



6. Standard of Care & Liability Waiver

Pet Patrol will provide the services outlined in this agreement in a professional, reliable, and compassionate manner. In consideration of these services, the client expressly waives and releases any and all claims against Pet Patrol, its employees, contractors, or representatives, except in cases of proven negligence by Pet Patrol.

7. Premises Access & Security

Pet Patrol accepts no responsibility for the security of the client's premises or for any loss or damage if other individuals have access to the property during the term of this agreement. All services will be carried out solely by the owner or employees of Pet Patrol, unless prior written consent is obtained from the client.

8. Off-Lead Walking

Pet Patrol will discuss with the client regarding their on/off lead preference. All dogs will be walked initially on lead but once Pet Patrol have formed a good relationship with the dog and an effective recall has been tested, we will allow the dog off lead - providing the 'Off Lead' policy has been signed. If, for any reason we feel it is necessary for the safety of the dog, they will be kept on the lead.

9. Unforeseen Circumstances

If Pet Patrol is unable to attend to a scheduled service due to illness, emergency, or other unforeseen circumstances, the client will be notified at the earliest possible opportunity, and alternative arrangements will be discussed where feasible.

10. Equipment Responsibility

Pet Patrol is not liable for any injury, loss, or damage resulting from the failure or malfunction of pet equipment (including leads, collars, harnesses) or from equipment that is improperly fitted.

11. Outdoor Accept

Pet Patrol accepts no liability for injury, disappearance, death, or penalties incurred if a pet is allowed unsupervised access to outdoor areas, whether by the owner's instruction or otherwise.

12. Liability & Insurance

Pet Patrol holds full public liability insurance covering all dog walking activities. The client remains responsible for any costs, claims, or damages arising from injury caused by their dog(s) to people, property, or other animals. While every effort will be made to ensure the safety and well-being of all pets in our care, Pet Patrol cannot be held liable for injury, loss, or death of a pet resulting from circumstances beyond our control, including but not limited to unforeseen accidents, sudden illness, or theft.



13. **Duration of Agreement**

This agreement shall remain in effect for all future services until a new agreement is signed. Pet Patrol reserves the right to terminate this agreement at any time, at its sole discretion. The client may terminate this agreement with a minimum of one (1) week's written notice.

14. **Duty of Care**

Pet Patrol is committed to providing reliable, compassionate, and attentive care for your pet(s) while you are at work or away from home. All walks will be conducted by the owner of Pet Patrol or an approved employee/contractor. Dogs may be walked individually or in small groups. Walk durations refer to active walking time only and do not include travel, pick-up, or drop-off. Services will be provided in all reasonable weather conditions, with necessary adjustments made in cases of extreme heat, cold, or adverse weather to ensure the safety and well-being of the dogs. Fresh water will be provided after each walk, and dogs will be towel-dried if wet whenever possible.

15. **Pick-Up and Drop-Off**

Dogs will be collected from and returned to the agreed address at the scheduled times, using a safe and secure method of transport that complies with UK Animal Welfare regulations and the Highway Code. If the client is not at home, access will be arranged through the provision of keys, access codes, or other agreed methods to ensure the service can be carried out as scheduled. It is the client's responsibility to ensure that their dog is present and ready for collection on the day of their walk.

16. **Cancellation Policy**

Permanent Slots

- A permanent slot refers to specific days booked each week on an ongoing basis.
- The client is responsible for payment of all permanent slots, whether or not they are used.
- Cancellations are at the client's discretion but may remain chargeable.
- Less than one (1) week's notice will incur full payment..
- Advanced notice is required if a client has a planned holiday where the services from Pet Patrol will not be required.

Non-Permanent Slots

- Infrequent or ad-hoc bookings require a minimum of two (2) days' notice for cancellation.
- Cancellations with less than two (2) days' notice will remain chargeable in full.



17. Payment Terms

Full payment for our services (agreed at time of booking) are to be received by us via bank transfer or in cash on/by the Friday of the week the service has been undertaken. For clients with permanent slots, we require a standing order to be set up. If payment is not received within 24 hours of the Friday the payment is due, Pet Patrol will add a charge of £0.50p for each day that payment is overdue and we will not be obliged to honour any future booking arrangements.

18. Lead Requirements

The client is responsible for providing a safe and appropriate lead for their pet(s). In cases where a dog pulls excessively, a suitable lead, head collar, or harness must be supplied to ensure safe handling. If appropriate equipment is not provided, Pet Patrol reserves the right to use its own lead or handling equipment for safety purposes. Should the client wish to decline the use of alternative equipment, this must be confirmed in writing prior to the commencement of services and Pet Patrol may refuse service at any time if we identify a significant risk to the pet or to people

19. Health, Behaviour & Suitability

All dogs must be up to date with vaccinations, flea and worm treatments, and microchipping in accordance with UK law. The client is responsible for informing Pet Patrol of any health issues, injuries, allergies, or behavioural concerns prior to walks. Dogs must not display aggressive behaviour towards people or other animals, and if such behaviour occurs, Pet Patrol reserves the right to terminate services immediately. Dogs in season (bitches in heat) or those that are unwell will not be walked with other dogs and may require alternative care arrangements.

20. Group Walk Policy

Dogs will be matched into suitable groups based on size, temperament, and energy level to ensure a safe and enjoyable experience for all. Any dogs with known aggression, reactivity, or unpredictable behaviour will be walked individually. Puppies may participate in group walks only once they are fully vaccinated and capable of completing the full walk duration without risk to their health or wellbeing.

21. Weather Policy

During periods of extreme weather, such as heatwaves, heavy snow, ice, or high winds, walks may be shortened, rescheduled, or replaced with home visits or garden breaks to ensure the safety and well-being of the dogs in our care. Safety will always be the highest priority, and alternative arrangements will be discussed with the client in advance wherever possible. If earlier walks, adjusted timings, or alternative garden visits are offered but declined by the client, our standard cancellation policy will apply, which may result in the full service fee being charged in accordance with the agreed terms.



Weather cont.

In the event of rain or moderate wind, walks will proceed as normal. However, if winds reach gale force, owners will be informed that walks may need to be shortened to allow Pet Patrol to safely reach all dogs scheduled for that day, taking into account potential traffic disruptions. During periods of freezing temperatures, icy conditions, or heavy snow, walks may be cancelled entirely if it is deemed unsafe for both the dogs and the walker. All decisions will prioritise the safety and well-being of the animals in our care, as well as compliance with our duty of care obligations.

22. Day Off Policy

Pet Patrol will provide a minimum of 14 days' notice to all clients when taking planned time off to ensure sufficient opportunity to make alternative arrangements for pet care. Notice will be given in writing, either by email, text message, or other agreed communication method. In the case of unforeseen circumstances such as illness or emergencies, clients will be notified as soon as possible, and every reasonable effort will be made to arrange cover where feasible. This policy is in place to minimise disruption to your pet's routine while ensuring a fair and professional level of service.

23. Updates

Walk updates, photos, or notes can be provided to the client upon request to keep them informed about their pet's activities and well-being. Any incidents, concerns, or notable changes in behaviour observed during the service will be communicated to the client promptly to ensure transparency and allow for any necessary action.

Acknowledgement

By engaging Pet Patrol for dog walking services, the client confirms they have read, understood, and agreed to the terms of this policy.

