



PAWS TRULY ANCOATS DOG WALKING SERVICE AGREEMENT

Dog Walker: Erin Ramadan

The Client wishes to engage the dog walker as a contractor to undertake the services as set out on the dog walking registration form.

This dog walking agreement is valid from the first service provided until either party gives notice of termination.

1 Relationship and Responsibilities

- 1.1 The dog walker will perform all reasonable duties as specified on the dog walking registration form with a responsible, professional and caring attitude.
- 1.2 The dog walker will abide by all regulations and compliance of the dog walking industry.
- 1.3 If the dog walker is unavailable due to unforeseen circumstances then the client will be contacted.
- 1.4 The dog walker will notify the client of any incidents that have occurred which may impact the health and well-being of the dog.
- 1.5 The dog walker reserves the right to walk other well-suited dogs at the same time, unless an individual walk has been chosen. The walk will be limited to 4 dogs per dog walker.
- 1.6 The client must ensure the dog has a collar, ID tag, harness also a muzzle if required. The client must supply equipment that are in good working order.

2 Registration & Medical Conditions

- 2.1 The client will need to complete a dog walking registration form with essential information.
- 2.2 The client must provide accurate information on any medical conditions, special requirements that may affect the duties of the dog walker.

3 Dog Walking Payments and Expenses

- 3.1 The client will pay the dog walker the rates specified on the dog walking registration form unless agreed otherwise.
- 3.2 The client will pay for additional expenses that are vital for the care of the dog(s). These include but are not limited to dog food, transportation, unexpected visits and emergency

health care expenses. The dog walker shall retain and submit receipts as proof of additional expenses.

- 3.3 The client will be sent an invoice at the end of each month that is due to be paid on the 1st of the following month. The client must pay fees no later than the 3rd of the month.
- 3.4 Non or late payment of fees or other charges is a breach of this agreement. A daily charge of 50p may be incurred by the client until payment is received in full.
- 3.5 If any fees or other charges are not paid within seven days and another dog walk is due, the dog walker reserves the right to terminate the agreement without notice thereafter.
- 3.6 Upon termination of the agreement, the dog walker shall have no further obligation to provide dog walking services.

4 Cancellation Policy

- 4.1 If a service is booked in and the client wishes to cancel they are required to give the dog walker no less than 48 hours written notice of cancellation via Instagram or Facebook Messenger. If 48 hours' notice is not given then the dog walker has the right to charge the client.
- 4.2 Either party can also terminate this agreement by giving the other party not less than 48 hours written notice (which may be by Instagram or Facebook Messenger) of termination. If 48 hours' notice is not given then the dog walker has the right to charge the client cancellation fees.
- 4.3 Cancellation fees are:
 - Up to 48 hours - No charge
 - Between 48 and 24 hours - 50% charge
 - 24 hours or less - Full charge
- 4.4 Should the client's dog become aggressive or dangerous the dog walker reserves the right to terminate this agreement without notice.
- 4.5 Any wrongful or misleading information on the dog walking registration form may constitute a breach of terms of this agreement and be grounds for instant termination thereof.
- 4.6 Termination under the circumstances described in 4.4 or 4.5 shall not entitle the client to any refunds nor relief of any outstanding payments due.
- 4.7 The dog walker does not work on weekends and bank holidays. Should the client and dog walker come to an agreement for services on these days, extra charges may be applied.

5 Emergencies

- 5.1 In the event of an emergency, the dog walker shall contact the client on the number provided to confirm the client's choice of action. If the client cannot be reached in a timely manner then the dog walker is authorised to:

- 5.1.1 Transport the dog(s) to the listed veterinarian on the dog walking registration form.
- 5.1.2 Request on-site treatment from a veterinarian.
- 5.1.3 Transport the dog(s) to an emergency clinic if the previous two options are not feasible.

6 Liability

- 6.1 The client is responsible for all costs and damages, from any claim, from any person or animal suffering either injury or death caused by the client's dog(s).
- 6.2 The dog walker shall not be liable for any mishap, of any nature, which may occur to a dog or is caused by a dog before collection and after return.

7 Security and Data Protection

- 7.1 The dog walker will keep safe and confidential all keys, house access codes, any security and personal information of the client.
- 7.2 All client property will be returned to the client either at the end of the agreement or when requested by the client.

8 Severability

If any part or sub-part of this Agreement is held invalid or unenforceable by a court of law or competent arbitrator, the remaining parts and sub-parts will be enforced to the maximum possible extent. In such condition, the remainder of this Agreement shall continue in full force.

9 Headings for Convenient Only

Headings of sections under this Agreement are for convenience and structure, only. Headings shall not affect the meaning of any provisions of this Agreement.

10 Force Majeure

The Dog Walker is not liable for any failure to perform dog walking services due to causes beyond its reasonable control including, but not limited to, acts of God, acts of civil authorities, acts of military authorities, riots, embargoes, acts of nature and natural disasters, and other acts which may be due to unforeseen circumstances.