

# Kaci's Pups – Dog Walking & Pet Sitting Terms and Conditions

This agreement is entered into by and between Kaci's Pups, referred to as "business", "**company**", "**we**" or "**us**", and the Client, referred to as "**you**" or "**the owner**", for the purpose of providing these services.

## 1. Acceptance of terms

By booking services with this business, the client confirms that they have read, understood, and agreed to these Terms & Conditions. The business reserves the right to amend these terms with reasonable notice.

## 2. Services provided and client agreement

Services are provided as agreed at the time of booking, and extra fees may be charged for mileage on an individual basis, if you reside out of service areas (Reading, Bracknell & Wokingham). The client understands that by booking these services, you acknowledge and accept that there are inherent risks. This may include but is not limited to the dog sustaining injury or illness, escaping, getting lost and in unforeseen circumstances, passing away to uncontrollable environmental conditions and unforeseen events. The company takes all reasonable measures to ensure the safety and wellbeing of pets, although it cannot guarantee certain outcomes. Therefore, by agreeing to these conditions, you acknowledge that we will not be held responsible for any loss, injury or death that may occur during service, except in instances where the company has been involved in gross negligence or intentional misconduct.

Dog walks are time-based and not distance based. Group walks will be undertaken with consideration of all dogs' behaviour, and if there are certain individuals who may not work well together. The business does not guarantee specific outcomes of exercise intensity or behavioral changes. In instances where adverse weather conditions take place during service, the company may cancel or reduce the length of service for safety reasons. Where this happens, the time remaining of the service will be rescheduled, or a refund may be considered.

The owner agrees to be responsible for any claims and expenses caused by the clients dog while in the company's care, which includes but is not limited to, injuries to other people or animals, property damage, whether the dog is on/off leash, being transported or any other setting whilst in the care of the company.

### **3. Client Responsibilities**

By signing this agreement, the client ensures that their dog is in good physical health and up to date with vaccinations, microchipped and free of contagious disease. You must provide clear and accurate information regarding the pet's past and present; behaviour, medical conditions, allergies and dietary requirements. Failure to provide any information, or inaccurate details may result in immediate termination of services without consideration of a refund. The client will be held financially responsible for any injuries or damage caused by the pet from non-disclosure. You must ensure that suitable and safe equipment for services are provided (lead, harness etc) and that access to property is available for the scheduled booking. Failure to do so will result in payment being taken, even in instances where the service has not been carried out.

### **4. Emergencies & Veterinary Care**

In the event of an emergency, the client authorizes the business to seek out veterinary care for the pet. All charges that occurred from this treatment are the responsibility of the owner to pay. We will make reasonable efforts to contact you and/or emergency contact before treatment where suitable. A preferred veterinary practice and emergency contact must be provided before any services can commence. The company will not be held responsible for the outcome of any veterinary treatment.

### **5. Access to Property & Property Damage**

The client is responsible for ensuring suitable and safe access to the property at the time of scheduled services. It is your responsibility to ensure that keys are provided, a household member is available to allow access, and instructions are given for access & locking up. Where this information has not been provided, the company reserves the right to cancel services without a refund and will not be responsible for any property damage or loss. Kaci's Pups will not be liable for damages to the client's property because of the pet's behaviour, including but not limited to chewed furniture or objects, scratches, soiled flooring due to the dog's behaviour during service, unless damage is directly caused by the negligence of the dog walker.

Any accidental damage caused by Kaci's Pups must be reported immediately, such as broken household items. In such incidents, the client may be considered for reimbursement, repair or may be covered under the businesses insurance policy.

Any household keys, access codes or entry & exit instructions provided to the business will be stored securely and only used for the relevant services. All information regarding the clients property will be kept confidential, unless required by the authorities. The company will accept no liability for lost or stolen keys in the instance that the correct protocol has been followed.

## **6. Media Use**

Unless the client provides written notice stating otherwise, Kaci's Pups reserves the right to photograph, and video pets for the use of media purposes. These images or recordings may be used for numerous purposes including marketing, internal documentation, service reports for the client, and social media. By agreeing to these conditions, you understand that you will not receive any payment from the media used, and this data will be the possession of the company.

## **7. Payments, Cancellations & Bookings**

Bookings are to be made through the system, which will then be required for approval by a member of staff. If the time slot you've requested is unavailable, you will be contacted in order for us to arrange a suitable time for both parties. Any cancellations made within less than 24 hours' notice may not be entitled to a refund. In some circumstances, refunds will be considered. If cancellations are made by the company for any reason, a full refund will be given through direct transfer, or movement of services to a different date will be provided. The company has the right to cancel services for illness, extreme weather, and emergencies. Clients will be notified of cancellations at the earliest opportunity.

Once a meet & greet has been conducted with the client's pet, the client is welcome to join on a 10 minute "trial walk" with their pet. Beyond this, if you would wish to register with our services, payment must be made in full a minimum of 24 hours before the booking commences. Where full payment hasn't been made, the company reserves the right to cancel services without a refund. Payments can be made through bank transfer or cash payment. Please note that all services are based on time spent rather than distance walked. Service charges are subject to change at the discretion of the company and you will not be charged extra for bookings that are made before price changes.

For pet sitting services, the client must provide a minimum of 7 days' notice if cancellation or rescheduling is required. Failure to do so may result in payment being taken without a refund or reschedule of services. For pet sitting (overnight stays or day visits), a deposit must be made 2 weeks before the date of the service. Where a deposit has not been made, the company reserves the right to refuse the booking. If payment has not been made in full before 24 hours of the allocated booking time, the business may cancel your service; you may not get a refund and may be charged a late fee of 20% service cost.

Refunds are issued based on individual circumstances, and the company is not entitled to refund clients that have cancelled outside of the given timeframes. Refunds are often given due to a fault on part of the company.

## **8. Termination of Contract**

Kaci's Pups reserves the right to terminate services at any time without notice if the pet(s) is found to be aggressive towards people or animals, a safety risk, demonstrates uncontrollable behaviour or if the client breaches this agreement. The client has the right to terminate services at any time with reasonable notice. Please note payments for services that are already booked will be non-refundable when terminating.

## **Final Acknowledgement**

By agreeing to these terms for services from Kaci's Pups, the client acknowledges that they have thoroughly read and understood the terms & conditions of this contract. This agreement is binding and applicable by law. The client agrees to comply with all terms stated for the duration of the business, client relationship. Any legal disputes that may arise from this agreement will be governed in accordance with laws of the United Kingdom.

Employee Name:

Employee Signature:

Client Name:

Client Signature