



"Walkies" Dog Walking Terms and Conditions



Prior to any business, Helen of sMARTs Walkies Dog Services will carry out an initial visit so that she can meet your dog(s), discuss any specific requirements and talk through the terms and conditions.


sMARTs Walkies Dog Services will not confirm any booking until a consultation has been carried out with the Owner and the contract, with full details of any requirements, has been signed by the Owner.


General


 All dogs being walked will undergo a trial period to ensure that they are adequately trained and socialised. sMARTs Walkies Dog Service reserves the right to refuse services to any dog that may have the potential to be dangerous or disruptive.

 All Owners will be deemed to have sMARTs Walkies Dog Services terms and conditions on signature of the contract

 All bookings must be made at least 48 hours before service start date.


 Full payment is to be made within 7 days of receipt of invoice via card, cash, cheque or bank transfer. If the payment is not made within this time 2.5% of the total bill will be added for each day that payment is overdue.


 sMARTs Walkies Dog Services will obtain a copy of your house key during the initial visit. The key will be held by the dog walker and will be coded for security and kept securely locked away. sMARTs Walkies Dog Services will use the key to collect and return the dog(s) and for no other purpose and will be kept secure away from anyone else. It shall not be copied, and will be returned to the Owner on request.

 The Owner is responsible for any Veterinary bills incurred and details of your Vet must be supplied during the initial visit. The owner is responsible for the full cost of treatment of any injuries or illness that their dog may receive while under the care of sMARTs Walkies Dog Services. The Owner authorises sMARTs Walkies Dog Services to obtain any emergency Veterinary care that may be necessary during the time spent with their dog(s). Every effort will be made to contact the Owner prior to obtaining emergency care and to utilise an alternative Veterinary Service, in the event your regular Veterinary Service is unavailable.

Owners will be responsible for payment of any veterinary fees upon collection of their dog. Owners are not insured when in my vehicle for emergency dog transportation.


 The Owner will inform **sMARTs Walkies Dog Services** fully of any characteristics of the Dog which may need to be known for its handling and care. Failure to do so may result in additional charge or cancellation of any future contract.

 **sMARTs Walkies Dog Services** has valid insurance with Petplan Sanctuary Insurance, in respect of Public Liability, Care Custody Control Extension (liability to animals) and loss of keys, for peace of mind of its Owner. It is the Owner's responsibility to ensure that the property, its contents and pets are adequately insured throughout the duration of the assignment.

 All of your information will be kept strictly confidential. No personal details will be forwarded or passed on to any third party. **sMARTs Walkies Dog Services** highly respects Owners' entrusting me with care of their home and pets. All of our records will be stored in compliance with Data Protection Act 1998.

 Where Permission is given to photograph your dog(s), we reserve the right to publish them on **sMARTs Walkies Dog Services** website and/or our Facebook page. All media remain the property of **sMARTs Walkies Dog Services**.


 Please inform me at the time of consultation of anyone who may have access to your home while you are away. This includes; friends, family, neighbours and cleaning/maintenance services. It is understood that the Owner will notify anyone with access to the home that **sMARTs Walkies Dog Services** has been engaged.

 **sMARTs Walkies Dog Services** accepts no responsibility for security of the property or loss if other individuals have access to the home during the term of this agreement.

 **sMARTs Walkies Dog Services** will follow instructions to administer medications as directed but cannot be held any responsible for complications that arise as a result.


 All cancellations must be made no less than 48 hours in advance or the full rate will be charged.


Dog Walking

 The Owner agrees that in admitting their dog, **sMARTs Walkies Dog Services** has relied on the Owner's representation that their dog is in good health, and has not harmed or shown aggression or threatening behaviour toward any person or any other dog.


sMARTs Walkies Dog Services will not agree to look after aggressive dogs.


If the Owner's dog(s) whilst being walked shows aggressive tendencies towards **sMARTs Walkies Dog Services**, or should its behaviour become unacceptable, the Owner agrees that the service will be terminated with immediate effect and the dog is to be returned to home.


 All dogs being exercised must be fully vaccinated and have a regular flea and worm control regime. Dogs showing signs of flea infestation will not be walked. Any health issues or allergies will need to be disclosed at the initial visit. **sMARTs Walkies Dog Services** require a copy of a valid vaccination certificate. Under no circumstances will **sMARTs Walkies Dog Services** accept any dogs that has any form of active contagious illness.

 All dogs will be exercised on a lead unless the Owner has agreed to allow off lead activities and a disclaimer form has been signed. This will remain under the discretion of **sMARTs Walkies Dog Services**.

Please provide secure collars with appropriate ID tags for all dogs. All dogs will wear a **sMARTs Walkies Dog Services** ID tags when in my care. However, **sMARTs Walkies Dog Services** cannot be held responsible for any loss, accident, injury or death caused to an animal whilst in my care.

 **sMARTs Walkies Dog Services** reserves the right to walk her own dogs at the same time as your dogs as long as your dogs are sociable, and with your consent. The total number of dogs walked with one person at one time will not exceed 4. **sMARTs Walkies Dog Services** will be happy to walk your dog alone.

 The Owner agrees if your dog attacks, or is involved in a fight with another dog (and/or person) causing injury to that dog or person, you will be responsible for any losses incurred as a result including, but not limited to, payment of Veterinary fees in respect of injuries to another animals caused by your dog. It is recommended that your dog is insured against sickness, accident or injury and for third party liability.

 The Owner will entrust **sMARTs Walkies Dog Services** to use personal judgment in caring for your dog(s) if a walk needs to be cut short due to adverse weather conditions (i.e. heat, thunderstorms, etc) for the safety of both the dogs and the walker. However, in cases of extreme weather, **sMARTs Walkies Dog Services** will contact you with alternative arrangements.

Dog Visits

🐾 The Owner must provide all items necessary for pets to be adequately cared for in the Owner's absence. (i.e.: food, medication, leads, collars, towels, etc). should pet requires any additional supplies whilst in the care of **sMARTs Walkies Dog Services**, these will be purchased, all receipts retained, and the Owner is responsible for reimbursement of these items on their return.

🐾 **sMARTs Walkies Dog Services** will make all adequate steps to ensure your home is safe and secure in your absence; however **sMARTs Walkies Dog Services** cannot be responsible for any burglaries, or accidents caused by your pet(s).

My Commitments

I agree to follow any specific instructions given by the Owner.

I will do my utmost best to take care of your dog(s), ensuring their safety and welfare at all time whilst in my care.

