**Terms & Conditions**

**Definition – “Service Provider” means (Snoots Dog Walking and Dog Sitting)**

1. Bookings
   1. A booking shall be made by the Client completing a Booking Form, a booking confirmation email being issued by the Service Provider, all the necessary forms having been completed, copies of vaccination cards and details of any medical treatment provided, any ‘Meet & Greet’ trial successfully undertaken to mutual satisfaction and payment made in accordance with the price quoted.
   2. For new Clients, a ‘Meet and Greet’ in a public place, followed by a Trial will be required, and in the case of pet pop-ins and pet sitting services, an in-home consultation will be required.
   3. Bookings may be accepted up to 24 hours before service begins but payment in full will be required for all bookings made less than 48 hours before service begins.
   4. We do not accept bookings for dogs registered under the Dangerous Dogs Act 1991.
   5. We do not accept bookings for dog hybrids registered under the Dangerous Wild Animals Act 1976 (eg, Wolf Hybrids).
   6. We do not accept bookings for aggressive or unruly pets.
   7. We do not accept bookings for bitches in season other than by special arrangement.
   8. We accept bookings for juvenile dogs (dogs under 12 months) and puppies under the age of 6 months old by arrangement.
   9. In making a booking and completing the various documents, the Client agrees to provide full and honest information to the Service Provider about their pets(s) including all medical and behavioural information. Behaviour by the Client’s pet which may negatively impact on the Service Provider, family or staff, the pets in the Service Provider’s care, their home and neighbours will not be accepted. These include but are not limited to excessive barking or anti-social behaviour, aggression towards any humans or animals, toileting in the home, separation anxiety, howling, barking, destructive behaviour, straying and phobias.
2. Duty of Care
   1. As your Service Provider caring for your pet, we have specific legal responsibilities and a duty of care under the Animal Welfare Act 2006.
   2. 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. Your Service Provider understands this and will offer comfort and reassurance whilst trying, as far as is practically possible to maintain your pet’s normal daily routines.
   3. In the event of extreme situations which may have an adverse effect on the Client’s pet e.g. fireworks, heat, thunderstorms or snow, the Service Provider shall in their sole discretion take whatever action they consider necessary, including not carrying out scheduled exercise until it is, in their opinion, safe for the welfare of your pet.
   4. A **mandatory** ‘Meet and Greet is required to meet any pet and their ‘owner’ prior to accepting a booking.
   5. A **mandatory** ‘familiarisation session’ (trial walk) is required with any new pet prior to commencing our services. The Service Provider will contact the Client on provisional acceptance of a booking to arrange a time and date (this will be charged at out standard rate as detailed in our pricing list).
3. **Costs**
   1. All services are charged as quoted.
   2. Bank Holidays, Christmas, New Year and Easter may incur additional fees which you will be advised of at the time of booking.
4. Necessities
   1. The Service Provider will properly dispose of the Client’s pet(s) waste.
   2. Where appropriate, the Client shall provide sufficient food, cat litter and any treats for their pet(s) for the duration of the Service.
   3. Where appropriate, the Client shall provide secure collars and/or harnesses with the owner’s name/address tag affixed and leads for their pet(s). It is a legal requirement under the Control of Dogs Order 1992 for a dog to be identified as such, along with the requirement for a dog to be microchipped.
   4. In the event of a dog being presented without an ID tag, the Service Provider will be unable to fulfil its service requirement, but the cost will still arise.
   5. The Service Provider shall also place an additional ID tag on the pet’s collar and harness.
   6. The Client’s dog(s) must be microchipped and the microchip database up to date with the pet’s current home address.
   7. The Client commits to handover their pet in a clean and, to the best of their knowledge, in a healthy state.
5. House cleanliness (Pet Sitting and Pet Pop-In Services)
   1. The Service Provider shall clean up after the Client’s pets to the best of their ability
   2. The Client shall make available cleaning materials in the event of any ‘mistakes’ within their property.
   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. The Service Provider cannot be held liable or responsible for any stains, marks or damages caused by the fouling or attempts to clean it.
   5. The Service Provider may charge for cleaning where the time or number of occurrences exceeds what would be considered to be acceptable.
   6. Where the Service Provider is required to 'sleep over', the Client must provide clean, safe, and suitable sleeping arrangements for the Service Provider. This includes access to necessary amenities such as bathroom facilities, kitchen appliances, and an emergency contact number. The Client's home should also be adequately heated/air-conditioned, and secure. The Service Provider is not responsible for any damage to the property that is not directly caused by their actions or the actions of the pet(s) under their care. The Service Provider has the right to vacate the premises if the conditions are found to be unsuitable or unsafe, without incurring any liability or penalty.
6. Damage to property or possessions
   1. Any damage to the property or possessions of the Client or the Service Provider 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, ‘manpower’ in providing such notice or making good any damage may be recoverable from the Client.
7. **Exclusive Occupancy**
   1. The Client agrees that during the period of the Pet Sitter's service provision, the property will be exclusively occupied by the Pet Sitter. This means that during the agreed upon service dates, no other person will visit, stay, or otherwise occupy the property, excluding the Pet Sitter's partner, if applicable.
8. **No Unauthorised Persons**
   1. For the avoidance of doubt, it is explicitly stated that no one other than the Pet Sitter, and if applicable, the Pet Sitter's partner, will be authorised to visit or stay at the property during the period of service provision. Any variation to this clause will be considered a breach of this agreement unless a written exception is made and signed by both parties in advance.
9. **Privacy Assurance**
   1. The Client commits that no closed-circuit television (CCTV) or similar surveillance devices will be installed in the Pet Sitter's designated sleeping quarters during the service delivery period. This is to ensure the privacy and comfort of the Pet Sitter.
10. **Disclosure of Surveillance Devices**
    1. The Client agrees to fully disclose the location of any and all surveillance devices within the property prior to the commencement of the Pet Sitter's service. This includes, but is not limited to, CCTV cameras, recording devices, and any other type of surveillance equipment.
11. **Repositioning of Surveillance Devices**
    1. If, upon disclosure of the locations of surveillance devices, the Pet Sitter expresses discomfort or requests for repositioning of such devices, the Client agrees to mutually discuss and agree upon a suitable new location for such devices. Any refusal to reposition devices as per the Pet Sitter's request may result in termination of the service agreement.
12. Medicines
    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.
    2. No booking can be accepted without a completed Veterinary Release Form
    3. The Service Provider shall follow instruction given on the Booking Form and the Medication Instructions Form but cannot be held liable for any complications which may arise.
13. Juvenile dogs
    1. If your dog(s) is under 1 year of age, you consent that where possible your pet (s) will be given the opportunity to have supervised interaction with the world around them including people, children and other dogs to assist with their socialisation and emotional growth. They will be given time to explore the environment and be kept entertained with various enrichment activities. All training will be force free and positively rewarding. Please note that we are not providing a dog training or behaviourist service, but we will endeavour to build on your pet’s positive interactions and engagements.
    2. Your puppy will be walked for an appropriate time for their age and development, as a rough guide, that is 5 minutes for every month of age (up to 12 months).
14. Sick or injured pets
    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, their emergency contact, or in an emergency situation, the Service Provider shall, if in its own opinion the pet needs veterinary attention/treatment/opinion the Service Provider shall make arrangements as necessary, in the best interest of the pet. Any veterinary bills shall be directly chargeable to the Client.
    2. 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.
15. Vaccinations and parasite treatments (Dog Walking services)
    1. All dogs must be fully up to date with their annual vaccinations or boosters.
    2. An up-to-date veterinary vaccination record must be produced prior to the commencement of our services to ensure that your dog has current vaccinations against canine parvovirus, canine distemper, canine adenovirus/infectious canine hepatitis, leptospirosis and other relevant diseases.
    3. Primary vaccination courses must be completed at least 2 weeks before the commencement of services. Vaccines used must be licensed for use in the UK. Homoeopathic vaccinations are not acceptable.
    4. Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination. The certificate must state that it is valid for the current period of service. It is solely the decision of the Service Provider whether to accept such a certificate.
    5. Dogs must have been appropriately treated for external and internal parasites (typically for fleas and worming) in accordance with veterinary advice. If there is evidence of external parasites *(fleas, ticks, lice)* the dog must be treated with an appropriate product authorised by the Veterinary Medicines Directorate and licensed for use on animals in the UK. Treatment must be discussed with a veterinarian before administering. Evidence of such treatments by your Veterinarian will be required before any service can commence.
    6. **The Service Provider requires a copy of a valid vaccination certificate for the Client’s pet(s) prior to the commencement of any service. There are no exceptions to this requirement.**
    7. If the Service Provider (or any member of their household, including any family dog) is bitten or exposed to any disease or ailment received from the Client’s pet(s) which has not been properly or currently vaccinated, the Client will be responsible for all costs and damages that may be incurred as a result.
16. **Appointments**
    1. All booking dates and times are classed as appointments and must be followed. Please remember, this is a business, and because of Covid impacts, we have strict handover protocols. Your assistance in ensuring we adhere to any regulations and guidance is much appreciated.
17. **Cancellations**
    1. In the event of cancellations that are notified to the Service Provider more than **14 days prior to the start of the booking period**, all fees less the non-refundable booking fee, will be refunded, or held over for subsequent bookings.
    2. All bookings cancelled within 48 hours will be payable in full.
    3. If the Service Provider cannot provide the service agreed (in extreme circumstances), they will endeavour to give at least 7 days’ notice and any monies paid will be refunded or held over if appropriate.
    4. Many travel insurance policies can cover a Client for the cancellation of pet care services as well as your main travels costs. We advise you to check your policy and we are happy to provide an invoice to support your claim.
18. **Aggressive Animals**
    1. The Client acknowledges that the Service Provider does not accept bookings for aggressive or unruly pets and the Client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the Client’s pet(s) should bite another animal or individual.
    2. The Client agrees that if their pet attacks another animal or person, including any representative of the Service Provider, and this results in injury to that animal or person, the Client will be responsible for any expense incurred as a result. This includes payment of veterinary fees incurred as a result of injuries to another animal caused by their dog.
    3. If the Service Provider (or any member of their staff) is bitten or feels threatened by the Client’s pet(s), the Client acknowledges that the Service Provider reserves the right to immediately cancel all services forthwith, and the Client accepts responsibility for the fees arising from that cancelled service.
    4. The Client agrees that in booking a service for their dog(s) that they have represented that the dog(s) have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the Client agrees to contact the Service Provider as soon as possible if any of these behavioural changes presents itself or if their pet has the potential to cause harm to any individual or pet(s).
19. **Unforeseen Purchases**
    1. In the event that additional items need to be purchased in the absence of the Client – i.e. pet food, or other necessary items that contribute to the health and wellbeing of your pet, the Service Provider will purchase these, retain a receipt and the Client is responsible for reimbursement of these items.
20. **Keys**
    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.
    2. Keys will be returned upon completion of this Agreement providing all fees due have been paid.
21. **Exercise, wellbeing and enrichment**
    1. Exercise and enrichment activities take place for all dogs in the care of the Service Provider and in signing this agreement you will also be asked to sign and consent to a series of specific activities for your pet, unless we are specifically requested otherwise due to medical reasons.
    2. Should your pet become sick/inured or subject to any infectious disease we will seek immediate advice from the Client’s vet. Should the vet be unavailable, or in case of an emergency situation, the Client consents to the Service Provider seeking treatment at their own vet.
22. **Emergency**
    1. Emergency contact details must be provided on the Client’s booking form should a situation with your pet arise and as the Client, you are unavailable.
    2. The emergency contact **needs to be an independent person** (ie. if the Client is away on holiday, the emergency contact must not be a member of the Client’s holiday party) and must authorised to make a decision on the Client’s behalf if such needs arise.
    3. The emergency contact will be asked to take over care for the dog(s) in the event of an emergency, or such like or if the Client’s dog displayed behaviour which meant they can no longer be cared for. These behaviours can be, but not limited to, aggression, separation anxiety, anti-social behaviour, toileting or destructive behaviour in the Service Provider’s home. Refunds will not be given under these circumstances. Please seek permission for your emergency contact to be nominated.
    4. If an emergency, medical or otherwise arises, your Service Provider will make every effort to contact you, the Client and your emergency contact to inform you of such a development.
    5. A Client is required to sign a Veterinary Release Form, so that in the event that your pet needs urgent medical treatment, your Service Provider can seek medical services at the nearest veterinary practice and that the Client agrees to reimburse for all services rendered by a veterinarian as stated and approved by you in the Veterinary Release Form.
23. **Updates**
    1. The Client commits to inform the Service Provider of any changes regarding your pet, contact numbers, your pet’s care needs, your emergency contact details and other pertinent information.
24. **Privacy Policy**
    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 incorrect information held.
    2. All of the Service Provider’s records will be stored in compliance with the General Data Protection Regulation (GDPR). Personal information will be kept private and confidential and solely in relation to the services the Service Provider has been requested to provide. If requested, your data will be made available to the Local Authority for us to comply with any specific local authority conditions.
    3. The Service Provider respects a Client entrusting the care of their pets to the Service Provider.
    4. The Service Provider reserves the right to post videos or photos of the pets in its care in support of its business activities via social media business pages or its website unless specifically requested not to do so by the client. Such references will only be made with all consideration to any security considerations.
25. **Insurance**
    1. All reasonable care is taken to ensure the highest standards of care are provided.
    2. The Service Provider has valid public liability insurance, for the peace of mind of their Client
    3. The Service Provider is insured to provide dog walking, pet sitting, pet pop-ins, and, where licensed, home boarding and home day care services. A copy of the policy is available on request.
    4. The Client is advised to:
       * 1. Consult the Service Provider’s specific insurance policy (available on request) to check it meets the Client’s specific requirements.
         2. Note that typically a dog falling ill in the Service Provider’s care is not insured (it is almost impossible to prove that a dog was pre-symptomatic before arrival). Therefore, the Client is advised to ensure their own pet insurance covers such eventuality.
         3. Check to see if the Client’s insurance provider needs informing that someone will have access to the Client’s property whilst they are away.
         4. Note that in the event that the Client’s dog acts contrary to information declared or omitted in the Client’s Registration Booking Form, the Service Provider will not accept any liability and the Client will be responsible for any and all costs directly arising.
         5. Note that the Client is advised to purchase their own separate pet insurance to assist with any emergency veterinary treatment, should the unexpected happen.
26. Third Parties
    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.
    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.
27. Service Provider’s companion
    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.
    2. The Client will be advised in advance where a Service Provider wishes to take a companion, any companion will be subjected to whatever checks the Service Provider considers necessary or appropriate.
28. Miscellaneous
    1. Dogs will only be walked on leads unless the Off-Lead Consent Form has been agreed and signed. The Booking Form, Policies and Procedures, Terms & Conditions and the Service Agreement will always prevail.
29. **Payment**
    1. The Service Provider accepts PayPal/cash /BACs transfer.
    2. For pet sitting services, a 50% non-refundable fee of the total sum due will be requested once your booking has been confirmed by us.
    3. For dog walking services, payment for the following week’s services is required to be pre-paid at the latest on the Sunday prior to the commencement of the following week’s walking services, or as varied and mutually agreed in writing.
    4. Where services are required long term, the Client may, with prior agreement, make payment monthly.
    5. Where payment is not received in accordance with these terms and conditions of business, the Service Provider reserves the right not to proceed with any previously agreed arrangements.
30. **Liability**
    1. The Service Provider shall not be liable to the Client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was due to any cause beyond the Service Provider’s reasonable control.
31. **Breach of Terms**
    1. Failure to comply with these terms and conditions may result in immediate termination of the Pet Sitting Services Agreement and could potentially incur additional fees or penalties as described in the Agreement.
    2. This Agreement shall be governed by and construed in accordance with the laws of the jurisdiction in which the property is located.

**Acceptance**

I, the Client accept the Terms & Conditions of the Service Provider as detailed within this document. (All policies, procedures, guidelines and Terms & Conditions are subject to change at the discretion of the Service Provider.)

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| Client’s signature |  | | |
| Client’s name |  | Date of signature |  |
| Service Provider’s signature |  | | |
| Client’s name |  | Date of signature |  |