

## **Paw and Order Pet Sitting Pet Sitting Terms and Conditions**

1.Paw and Order Pet Sitting is authorised to perform pet and home care services as required and discussed with you. Paw and Order Pet Sitting agrees to provide the services detailed in this contract in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all all claims against Paw and Order Pet Sitting except those arising from negligence or wilful misconduct on part of the company.

2.Paw and Order Pet Sitting is authorised by agreement to these terms and conditions / contract to seek emergency veterinary care for the clients pets with release from all liabilities related to transportation, treatment and expense. Should the specified veterinarian be unavailable, Paw and Order Pet Sitting is authorised to approve medical / and or emergency treatment (excluding euthanasia) as recommended by a veterinarian.

3.The client agrees to pay the vet direct for any care given or where previously agreed to reimburse in full Paw and Order Pet Sitting for any care or treatment given, including any additional fees for attending to this or any expenses incurred for any other pet food, supplies, consultations, or home care needed. In the event of the clients delayed departure or early return home the client is responsible to notify Paw and Order Pet Sitting in sufficient time to avoid the expense of unnecessary visits.

4.On hot days Paw and Order Pet Sitting reserves the right to cut walks short or to spend time in the garden or house with your dog to prevent exhaustion. In all cases we will endeavour to walk your dog(s) in the shade and with constant access to water provided it is safe to do so considering the temperature, breed, age and health of your pet.

5.In the event of inclement weather or natural disaster precluding safe travel Paw and Order Pet Sitting pet carer is entrusted to use their best judgement in caring for your pet(s) and home. Paw and Order Pet Sitting will be held harmless from consequences related to such decisions.

6.If the primary care provider is unable to perform this service, the client authorises Paw and Order Pet Sitting to arrange for another team member to fulfil the services and responsibilities set out in this contract.

7.The clients authorisation of any person; including but not limited to: house keepers, contractors, family members, relatives or friends, neighbours of any age; to enter the clients home during this or any future period constitutes a shared visit agreement. Access to the home by estate agents and prospective buyers must also be disclosed to Paw and Order Pet Sitting.

8.Because Paw and Order Pet Sitting does not have sole access to the clients home and does not exercise sole care for the clients pets and home, Paw and Order Pet Sitting cannot be held responsible for incidents involving pets and the home during such periods. Accordingly the client hereby agrees to hold the company harmless for any incidents involving the home or pets during all periods of service that include shared visits arrangements or during the time the house is 'on the market' and estate agents / prospective buyers have access to the home.

9.If the client requests that Paw and Order Pet Sitting leave the pet unattended for any period of time whether inside or outside either around or near the clients residence including with any other person including but not limited to: family member, friend, neighbour, garden or home, the client hereby agrees to hold Paw and Order Pet Sitting harmless in the event of any injury, theft or death of the pet, damage to the home or place the pet is left during in which time the client has requested the pet be left unattended.

10.This may include but is not limited to, requests to leave dogs unattended on the clients property, either in an enclosed area or not, a cat left to roam inside or outside of the home and its property, or a pet left in an electronic containment system (invisible fences) which may or may not be operational.

11.Paw and Order Pet Sitting reserves the right to terminate services at any time if the company, in its sole discretion, determines that the client, their property, or pet poses a danger to the health and safety of a Paw and Order Pet Sitting representative. If concerns prohibit a pet carer from caring for the pet, the client authorises the pet(s) to be placed in a boarding facility with all charges there forth being charged to the client.

12.The client authorises these terms and conditions to be valid approval for future services of any purpose provided by this contract. Paw and Order Pet Sitting is permitted to accept telephonic, online or verbal reservations for future service and update pertinent information without additional signed contracts or written authorisation. This contract can be terminated at any time for any reason at the request of either party.

13.Cancellation periods: Pet sitting / holiday care

Cancellations within 6 calendar months of the start date will be charged a 10% administration fee

Cancellations within 3 calendar months of the start date will be charged at 50%.

Cancellations within 30 days of the start date will be charged at 100% of the total amount.

Where pet sitting / holiday care has been booked with less than the above time frames the closest cancellation time frame will be applied.

It is advised that insurance is checked whether pet, home or travel insurance to ensure it covers cancellation fees for pet sitting. Most insurers will provide a % coverage of cancellation fees, it is your responsibility to check this or take out appropriate cover. Any cancellation fees due are payable in full from the client.

14.Payment is to be made by bank transfer

15. 50% payment is due upon booking with full payment due 6 weeks before start of service. In the event that payment has not been received in this time frame, service will not be carried out but payment will be due in full.

16.Late payment charges will be added at a rate of £10 per week (day one constitutes week one, with day 8 being the start of week two).

17. By agreeing to the terms of conditions the client agrees to the use of pictures of their pets being used in marketing for Paw and Order Pet Sitting including on the internet.

18. Paw and Order Pet Sitting promises to uphold any bookings and instructions as stated by the client to the best of their ability and we will endeavour to contact the client should an event (e.g. transport problems or urgent matter arise) happen that should prevent services being carried out. A refund or credit will be offered to the client should such a situation arise.

19. Illness, incidents, seasons, additional dogs and injury - it is the clients responsibility to provide as much notice as possible of the following concerns - the dog or pet is unwell for any reason, Bitch in season, having been in contact with a dog or pet that has been unwell with a transmittable infection or disease (regardless of if your dog has shown any symptoms). You have any additional dogs or pets staying at your home or property that the pet carer has not met before. Your dog has had an unpleasant experience with a person, vehicle, other dog or animal, regardless of if they have been physically harmed in the process. In each of these cases we may adjust the diary and times we care for your pet to ensure their and our safety and welfare (e.g. walking at an earlier time to avoid peak times of other people and dogs being out or traffic) and to protect them and our own dogs from illness and disease.

20. Should we arrive and it has not been made clear to us before hand we will complete a short toileting visit and make you aware that we are unable to care for your dog (due to the safety of our own dogs) and will arrange immediate veterinary care for your dog where required. The full service will still be payable in full.

21. Future bookings or changes to bookings should be booked by email at

[Richard.pawandorderpetsitting@outlook.com](mailto:Richard.pawandorderpetsitting@outlook.com)

22. Key holding: Key holding is available, keys provided by you for your property are never labelled in case of loss. We ask that you provide a novelty key ring with your key to remind us of who the key belongs to. Should you require your key to be returned in an emergency the call out fee is £25, this charge applies whether you collect the key or it is returned to you.

23. This fee does not apply for returning a key at the end of bookings, unless you require that the key is returned at a specific time.

24. Off lead permission - once we have created a bond with your dog/s we may let them off the lead once we are confident in their ability to return to us when called. The only exception to this would be if you have clearly expressed your wishes for your dog to not be off lead. Dogs may not be let off lead on all walks, every walk will have regular on lead sections to maintain the level of control we achieve with them.

25. It is the clients responsibility to provide a properly fitted collar and lead or harness and lead that the dog cannot slip out of, all dogs must be microchipped and wear a collar with an identification tag attached to it, to be legal this MUST contain your FULL address including house number, street and postcode along with your phone number and Surname. Any fines incurred for incorrect and illegal tags will be reimbursed by the client (please note this can be up to £5000!

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26.Paw and Order Pet Sitting is fully insured for public liability, key loss, professional indemnity, transportation of small animals and dogs. Lille is also DBS checked and fully trained in many areas of animal care, handling and training.

27.Mileage:

Mileage is included within a five mile radius of DY4 8DS. Any travel over this will incur a charge of £0.45 per mile traveled. Mileage costs will be confirmed by email once the enrolment form is completed (or before booking on request by email). Mileage costs will be invoiced and are required to be paid 7 days before the first visit.

28.Parking:

If Paw and Order Pet Sitting is visiting your home, please make a parking place available if possible or advise if suitable parking place.

If there is on-street parking which requires a visitor permit, please have a visitor permit ready for use upon arrival.

If parking at your home (or other venue at which we have arranged to meet) requires payment, please could you kindly make arrangements for this, if this is not possible the amount charged for parking will be invoiced to you.

By agreeing to these Terms and Conditions, you are accepting full responsibility in regards to parking availability and cost of parking

**I herby confirm I have read in full, understand and agree to the whole of the terms and conditions above numbered 1 to 29 across pages 1 to 5:**

**Signed:**

**Print Name:**

**Date:**