

## **New Client**

### **Terms and Conditions**

Terms of Business for Services Effective 1<sup>st</sup> October 2018

1. The Client is solely responsible for any and all harm or damage caused by their dog whilst it is under the care of Pip's Pals Pet Care, or is using any other services provided by Pip's Pals Pet Care, and agrees to indemnify Pip's Pals Pet Care in full against any liability arising from such harm or damage to third parties.
2. The Client agrees that, in admitting their dog, Pip's Pals Pet Care has relied on the Client's honest representation that their dog is in good health and has not harmed or shown aggression or threatening behaviour towards any person or any other dog.
3. All dogs will be subject to an initial assessment by Pip's Pals Pet Care staff prior to using Pip's Pals Pet Care. Pip's Pals Pet Care reserves the right to refuse admission to any dog deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
4. The Client agrees to notify Pip's Pals Pet Care immediately of any unwelcome, aggressive, procreative, or dangerous behaviour of their dog that has potential to cause harm to any other dog or individual.
5. Pip's Pals Pet Care offer services where dogs co-mingle in groups and the Client accepts that during the course of normal dog play their dog may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision.
6. Pip's Pals Pet Care will only let dogs off the lead once an 'off the lead consent form' has been signed, and will remain at the discretion of Pip's Pals Pet Care staff.
7. We reserve the right to act in the best interests of the dog at all times this includes seeking veterinary advice if he/she becomes ill. We will contact you immediately should your dog become ill. The Client is responsible for the full cost of treatment of any injuries or illness that their dog receives while under the care of Pip's Pals Pet Care, together with any associated costs e.g. call-out charges. If you cannot be contacted within a reasonable time or have chosen not to be contacted we reserve the right to seek appropriate and swift veterinary attention and proceed with treatment regardless of costs, which you agree to cover. The Client authorises the staff of Pip's Pals Pet Care to seek such veterinary advice and/or treatment as they deem necessary; where possible this will be carried out by the Client's usual/preferred Vet, but this cannot be guaranteed (e.g. in an emergency) and the Client accepts that the staff of Pip's Pals Pet Care may at their discretion use any registered Vet. The Client agrees to pay all such costs immediately upon pick-up of their dog, or by agreement with the proprietor. If euthanasia is absolutely necessary (determined by the vet) for whatever reason excluding behavioural (aggression etc) we will accept and act upon that vets advice.

8. Pip's Pals Pet Care reserves the right to refuse admission if the Client fails to provide adequate proof of vaccinations (including Bordetella), or the vaccinations are found to be expired or otherwise incomplete.

9. Please advise us IMMEDIATELY if your female dog is in season or due to come into season. Due to the nature of group walking, and the lack of confinement, dogs in season will not be walked. It is your responsibility to have your dog neutered or spayed and we highly recommend that you spay/neuter your dog. Place priority is given to spayed and neutered dogs.

10. The Client accepts that even though their dog is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog can still contract Kennel Cough. The Client agrees that they will not hold Pip's Pals Pet Care responsible if their dog contracts Kennel Cough while attending.

11. The Client agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious, infectious, or otherwise communicable diseases. The Client further agrees to notify Pip's Pals Pet Care immediately of any infectious and/or contagious disease or conditions their dog has been exposed to or is affected by, such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Kennel Cough (Bordetella), Parvovirus, Corona virus, worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites. Pip's Pals Pet Care reserves the right to refuse admission until satisfied that the condition is resolved.

12. The Client consents to their dog being photographed, videotaped, and/or used in any media or advertising by Pip's Pals Pet Care without prior approval. All such media remain the property of Pip's Pals Pet Care.

13. The Client agrees that Pip's Pals Pet Care is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left with their dog.

14. The Client agrees to ensure their dog has not eaten in the hour before pick up by Pip's Pals Pet Care to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).

15. The Client agrees to provide identifiable keys/arrange access to the dog for the agreed appointment; failure to do so will result in a cancellation for that day's service and will be paid in full by the client. Pip's Pals Pet Care reserves the right to charge fully for any walks not performed due to inability to access the dog (e.g. keys being left in the door).

16. The Client agrees that by signing the key holder waiver section this will indemnify Pip's Pals Pet Care in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.

17. We will not disclose or allow any use of confidential information provided to us. Any information given will only be used by the business and not disclosed to 3<sup>rd</sup> parties without prior approval. With the exception of emergency veterinary situation.

18. Pip's Pals Pet Care reserves the right to charge for fully for any walks cancelled without 24 hours' notice.

19. Your dog should be wearing a collar with an appropriate 'ID' tag containing owners' surname and address, as required by law. Any fine resulting from the owner's failure to do so will be at the owner's expense. We recommend that a phone number is also included. Pip's Pals Pet Care reserves the right to add an additional 'ID' tag including Pip's Pals' contact details, if appropriate (e.g. boarding).

20. All dogs are accepted at their owners' risk. While every possible care and attention is given to each dog, we cannot be held responsible for any injury, illness, loss or damage, howsoever arising. Any vet fees incurred during the dogs stay will be covered by you the owner.

21. it is the responsibility of the owner to notify Pip's Pals Pet Care of any changes to the information provided in this form.

22. No variation of these Terms and Conditions will have effect unless confirmed by Pip's Pals Pet Care in writing.