

## Terms and Conditions – Dog Walking & Pet Sitting

### 1. **Booking**

- Cumbria Canine Services will agree a time when the dog walk will occur, or pet sitting begin. If an unforeseen situation arises, the time interval may be adjusted.
- Bank Holidays may incur additional fees which you will be advised of at the time of booking.
- An in-home consultation is required, prior to reservations, for all new clients.

### 2. **Cancellations**

- We ask that if you need to cancel, at least 24 hours notice is required for dog walking services, less than 24 hours notice will incur the full cost of the session.
- 48 hours notice is required before pet sitting services otherwise the full cost of the pet sit will be incurred.

### 3. **Behavioural Issues**

- Cumbria Canine Services are happy to cater for dogs that need particular care, such as no dog contact, or separation anxiety. However, we do ask that you let us know if any issues that your dog may have, so that we can arrange suitable care for your pet.
- Cumbria Canine Services reserves the right to refuse to provide services.

### 4. **Unforeseen Purchases**

- In the event that additional items need to be purchased in the absence of the client – ie pet food, cat litter, cleaning supplies or other items that contribute to the health and well being of your pet, Cumbria Canine Services will purchase these, retain a receipt, and the pet owner is responsible for reimbursement of these items on their return.

### 5. **Keys**

- Cumbria Canine Services will require a copy of your house key at the initial consultation. This key will be held by Cumbria Canine Services.
- It is recommended that this key remains with Cumbria Canine Services for convenience in future use of our services, and that future use of services can then be confirmed by telephone, email or messaging.
- Your key will be kept in a secured locked system and are coded for your protection.

### 6. **Updates**

- Please inform us of any changes to your contact details, emergency contact details, vet surgery, and your pet's care needs.

### 7. **Privacy Policy**

- All of your information will be kept private and confidential and not passed onto third parties.

**8. Insurance**

- Cumbria Canine Services has full comprehensive insurance cover, including Professional Indemnity cover, Public Liability cover and Care, custody and control.
- We ask that you make us fully aware of any pertinent information concerning your pet before we begin our care services.

**9. Medication/Vaccination/Immunisations**

- Cumbria Canine Services will follow instructions to administer medication as directed.
- If your pet has a contagious illness, Cumbria Canine Services must be informed and this may mean the service must be cancelled.
- We advise that owners discuss vaccinations with their vet professional, and if the decision is made not to vaccinate, this is at the owners own risk and choice.

**10. Pet Waste**

- Cumbria Canine Services will properly dispose of your pets waste. For cat litter trays we request that you provide all necessary items such as scooper, cat litter and bags and indicate where you would like these waste bags disposed of. This also applies to other home based animals such as rabbits etc. For dog walking we will properly dispose of pet waste, and will provide pet waste bags for this, we may sometimes need to bring the waste back to dispose of in your outside bin.

**11. Collars/Leads**

- Please provide appropriate collars and leads with tags for all visits. Dogs will be walked on lead unless you have instructed us that it is safe to let your dog off, and that they have a recall.

**12. House Cleanliness**

- Cumbria Canine Services will clean up after your pet to the best of our ability. Please inform us of the area in which cleaning supplies can be located.
- We are not responsible for any flooring stains created by your pet.
- Please provide towels to dry your pet off after their walk.

**13. Household Emergencies**

- Details of shut off points for services into the property are to be provided on the Home Information Sheet.
- In the event of an emergency either yourself or your emergency contact will be contacted to arrange remedial work.

**14. Accompanying visitors**

- Whilst pet sitting, we may wish to bring a companion or spouse along with us. This will be in agreement with the client, and the visitor will have been vetted and checked by Cumbria Canine Services.



**15. Changes to return date**

- We carefully plan our services around our clients, so we cannot offer refunds for early return dates. If you are unexpectedly delayed, we will do our best to arrange further cover, which will be charged.

**16. Payment**

- Cumbria Canine services accepts cash or bank transfers (please enquire for bank details).
- For dog walking, payment is expected on a weekly basis.
- For pet sitting, the full cost of the pet sit will be expected at the commencement of the service.