**Perfect Pet Care**

**Dog Walking & Dog Sitting**

**Terms and Conditions**

1. In these Terms and Conditions, the term ‘my dog’ includes the plural where more than one dog is presented from the same house/client.
2. My dog will be presented in a clean and groomed condition and wearing a collar with an ID tag and/or will be microchipped.
3. I confirm that my dog is up to date with completed courses of vaccinations and I can, if asked, provide a copy of the original veterinary record at the time of booking.
4. I confirm that my dog is up to date with flea, external parasite and worming treatments. I understand that Perfect Pet Care reserve the right to examine my dog for fleas and external parasites. If any are found, Perfect Pet Care reserve the right to refuse to care for my dog and any refunds are at the discretion of Perfect Pet Care.
5. For walking - my dog will be left in an easily accessible place. If this is not the case, time spent searching for the dog may be deducted from the overall walk time.
6. Cancellations of bookings must be done at least 24 hours in advance. If a cancellation is made later than this Perfect Pet Care reserve the right to charge a cancellation fee, which will amount to half the full price of the service that has been cancelled.
7. Puppies – guidelines state that for each month of age puppies should have 5 minutes of walk time. Anything outside of this guideline could have damaging effects on health, especially joints, later in life. Perfect Pet Care advises following these guidelines, however as the owner I am able to make an informed choice about the length of walk for my puppy. I understand these guidelines and the health implications and accept responsibility if I choose not to follow these guidelines.
8. I am happy for my dog to receive enrichment in the form of grooming, socialization, playing with toys and basic command training. I understand these activities will be monitored at all times.
9. Perfect Pet Care will not accept bookings for a dog that is subject to the terms of the Dangerous Dogs Act 1991 or for any other dog with aggression issues towards people. Because Perfect Pet Care specialises in one-on-one walks they do take on dogs that are reactive but have the right to refuse or terminate the service if there are safety concerns.
10. I undertake to make full disclosure of any quality or characteristic which might make my dog unsuitable for walking or dog sitting, including, but not limited to behavioural or health problems, anti-social behaviour including aggression, destructive tendencies, lack of housetraining or excessive loud barking/whining. Failure by me to disclose any matter which might render the dog unsuitable will be deemed a material omission amounting to a fundamental breach of this contract and I will be liable for any additional costs incurred by Perfect Pet Care resulting from such failure to disclose any relevant matter.
11. In the event of damage caused by my dog to third parties or their property (including other animals), I agree to indemnify Perfect Pet Care against any third party claim for loss or damages, unless such claim arises solely from Perfect Pet Care’s default - It is advisable to have adequate third party liability insurance.
12. If I instruct Perfect Pet Care to exercise my dog off the lead I agree to indemnify Perfect Pet Care against any loss or damage caused as a result of my dog being off the lead and I agree that Perfect Pet Care shall be under no liability to me if my dog runs off, is injured or is lost.
13. I agree to pay for any damage to Perfect Pet Care property, namely vehicles and dog crates, caused by my dog (fair wear and tear excepted) resulting from aggressive and/or wilful destructive behaviour.
14. I accept that Perfect Pet Care may make decisions regarding my dog’s health, provided it is at all times acting in the best interests of my dog. If my dog appears to be ill or injured or seems to be in pain, Perfect Pet Care will make reasonable efforts to contact me. However, if they are unable to do so, I authorise Perfect Pet Care to engage the services of a veterinarian, to give other requisite attention, and to make whatever decisions are required for my dog’s veterinary treatment. I agree to accept full responsibility for payment of any veterinary fees incurred and to indemnify Perfect Pet Care against any such fees paid by Perfect Pet Care.
15. I give Perfect Pet Care consent to go to the nearest open vet clinic in emergency cases.
16. I will not hold Perfect Pet Care liable for failure to seek veterinary attention or for decisions regarding my dog’s health made under these terms and conditions.
17. Unless specified otherwise, I give consent for my dog to be walked OFF lead, and with other dogs as Perfect Pet Care deems appropriate.
18. I agree to Perfect Pet Care using their own judgement with regards to walks in extreme temperatures (heat/cold) whereby my dog may have a shorter walk or a garden visit. I understand that I will always be made aware of any changes to the usual walk arrangements.
19. Regarding data protection, I understand that I can withdraw my consent by written request to Perfect Pet Care.