

# Fido's Friends

## DOG WALKERS

### DOG WALKING TERMS AND CONDITIONS FORM

**Provider name** Fido's Friends  
**Providers Telephone** 07951 611 966  
**Providers Address** 68 Orcheston Road, Bournemouth BH8 8SR

**References:** 'Dog(s)' are to the Customer's dog(s). Name of dog(s): \_\_\_\_\_  
'The Provider' is Fido's Friends  
'The Customer' is the owner of the Dog(s). Name: \_\_\_\_\_

#### TERMS OF AGREEMENT

1. The Provider will collect and walk the Dog(s) on the agreed day or days from the customer's address, unless advised otherwise.
2. The Provider reserves the right to walk other dogs at the same time.
3. The Provider reserves the right to refuse, or cut short, dog walking during extreme weather.
4. The Customer will either ensure that access is given to the Provider to collect the Dog(s) from the agreed address on the agreed day or days or give the Provider a key to the place where the Dog(s) is kept. The Provider will use the key to collect and return the Dog(s) and for no other purpose and will keep it safe, not let anyone else have it, not copy it and will return it to the Customer on demand.
5. Access to your property must be straight forward i.e. keys should open doors easily or gates should be easy to open. If I am unable to gain access into your property after making every reasonable effort you will still be charged for the walk.
6. Where a dog flap is fitted, it is the Customer's sole responsibility to ensure that the garden and its fences are secure. It is not the Provider's responsibility to check this before leaving your Dog(s) following a walk.
7. The Customer is to ensure the dog is wearing a collar with tag stating Customer's surname, house number, postcode, contact numbers and that he/she is microchipped.
8. The Customer is to supply suitable collars or harnesses and leads (and when necessary muzzles) for the Dog(s) and any coats or other accessories which the Customer wishes to be used.
9. The Provider's charges are at the rate as stated on the website ([www.fidosfriends.co.uk](http://www.fidosfriends.co.uk)) and are payable by bank transfer in advance or cash upon collection of the Dog(s) from your home. The Provider can amend the cost of a dog walk at any time but will ensure the Customer is given advanced warning.
10. At least 24 hours notice must be given in order to cancel the walking service, otherwise you will be charged the dog walking fee.
11. The Customer will inform the Provider fully of any characteristics of the Dog(s) which needs to be known for handling and care of the Dog(s).
12. The Provider holds insurance in respect of public liability, care custody control extension (liability to animals) and loss of keys.
13. The Provider will inform the Customer of any incident or anything which the Dog Walker notices about the Dog(s), which as dog owners the Customer ought to know.
14. The Provider will take care so far as is practicable both that the Dog(s) is not a nuisance or danger to any one, or any other animals, and itself. However, we cannot be held responsible for any loss, accident, injury or death caused to any animal whilst in our care. The Provider will only walk the dog off lead when consent has been given.

15. The Provider will supply a plastic bag and use it on all walks to remove the Dog(s)'s faeces and ensure that Dog(s) does not foul any public or private place.
16. The Customer confirms that the Dog(s)'s immunisations, flea and worm treatments are up-to-date, including Kennel Cough. Vaccinations must be completed at least 4 weeks prior to their day care stay. Dates of all treatments must be given.
17. The Customer will give the Provider the Dog(s) vets details. If needed the Provider is authorised to refer the Dog(s) to the named (or in emergency any other) vet for advice or treatment at the Customer's expense if the Provider is unable to get hold of the Customer. The Customer undertakes to reimburse to the Provider all expenses incurred under this clause.
18. The Provider is unable to walk any dog in season.
19. The Customer's Dog(s) may be photographed during its/their walk and the images may be used on the Providers Website/Facebook Pages/Google+ unless the Customer specifically requests the Provider not to do so.
20. The Provider reserves the right to change or amend any Terms or Conditions at any time.

**I (the Customer) consent to my Dog(s) being exercised off the lead**

Signed \_\_\_\_\_ Print Name \_\_\_\_\_  
**(Customer)**

Dated \_\_\_\_\_

**Please note that your Dog(s) will be accompanied by dogs from other owners whilst walking.**

**Is this acceptable: Yes  or No**

#### **SECURITY DETAILS**

I (the Customer) release my house key(s) to the Provider for the duration of the contract. I may revoke this release at any time and expect my keys to be returned to me immediately upon such revocation.

**OR**

I will be at home at the time of service and have no need for my keys to be held.

#### **CLIENT DECLARATION AND SIGNATURE**

I hereby confirm that I am the owner of the above named Dog(s) and that I authorise **Fido's Friends** to act as Guardian during my absence and to take any action which he/she considers suitable in order to protect and keep in good health the above named Dog(s). I do further confirm that I will be responsible for any costs which might be incurred, either veterinary or other as a result of any sickness, accident or damage caused to or by the above named Dog(s), except third party liability, and that I will pay any such costs or expenses on demand. I also understand that no liability will attach to the **Fido's Friends** and by signing this declaration I agree to the terms and conditions of **Fido's Friends**.

Signed \_\_\_\_\_ Print Name \_\_\_\_\_  
**(Customer)**

Dated \_\_\_\_\_

#### **Data Protection – PLEASE READ THIS NOTICE CAREFULLY**

The information you provide on this form will be held in an internal database and a hard copy in a secure filing system.

The information supplied may be shared with Bournemouth Borough Council's Animal Welfare department, any designated key holders in my absence, any relevant animal welfare departments, my business insurance provider or the police.

We will not give your information to anyone else, or use information about you for other purposes, unless the law requires us to.

Fido's Friends is the data controller for the purposes of the Data Protection Act. If you would like to know more about what information we hold about you, or the way we use it, please contact us.