

Fido's Friends

DOG WALKERS

PET POP IN SERVICE TERMS AND CONDITIONS FORM

Provider name **Fido's Friends**

Providers Telephone 07951 611 966

Fido's Friends offer a pet pop in service to you on the following terms:

References: 'Pet(s)' are to the Customer's dog(s). Name & Type of Pet: _____
'The Provider' is **Fido's Friends**
'The Customer' is the owner of the Pet(s). Name: _____

TERMS OF AGREEMENT

1. The Customer will drop the Dog(s) off on the agreed time, on the agreed day or days to the Provider's address, unless advised otherwise.
2. The Customer will supply food and any medication the Pet requires. Any extra food that the Provider may need to purchase will be payable by the Customer on their return.
3. Full written instructions should be provided by the Customer on the amount of food and/or medication required for each Pet.
4. The Provider will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.
5. The Customer confirms that the Pet(s)'s immunisations, flea and worm treatments are up-to-date.
6. The Customer must show the Pet(s)'s valid vaccination cards at the time of booking.
7. The Provider's charges are at the rate of £11 for one visit or £16 for 2 visits per day.
8. A non refundable deposit will be required once a booking is made of 50% of the overall booking fee in cash or bank transfer. The outstanding balance is then to be paid before or on the commencement date.
9. In the event of cancellations that are notified to us 14 days prior to the start of the booking period, all fees less the non refundable deposit will be refunded.
10. Any bookings that are cancelled between 7 days and 48 hours before the start of the booking period will require 50% payment for services.
11. All bookings cancelled within 48 hours of the booking period will be payable in full.
12. The Provider is unable to offer any refund to customers who return home earlier than agreed.
13. If unforeseen circumstances arose which meant that The Provider was unable to fulfil their obligation to the Customer, the Customer will be contacted immediately. If the Customer is unavailable at the time, we will contact the Customer's emergency contact. A refund would be issued, minus care/services already received.
14. The Provider holds a Boarding License from Bournemouth Borough Council and insurance in respect of public liability, care custody control extension (liability to animals) and loss of keys.

15. The Provider will inform the Customer of any incident or anything which the Provider notices about the Pet(s), which as pet owners the Customer ought to know.
16. The Provider cannot be held responsible for any loss, accident, injury or death caused to any animal whilst in our care.
17. The Provider will ensure the Pet(s) are left safe and secure when leaving the Customers property.
18. Great care is taken to ensure the security of your home and the best care for your pets
19. The Provider has valid insurance in respect of public liability, care custody and loss of keys, for the peace of mind of its' Customers and covers the duration of the selected service and for services arranged with the Provider.
20. It is the Customer's responsibility to ensure that the property, its contents and pets are adequately insured throughout the duration of the service.
21. The Provider does not accept liability for other persons who will be in your home prior to, during or immediately after our services have been rendered. Please inform us at the time of consultation of anyone who may have access to your home whilst our services are being used. This includes cleaning services, maintenance personnel, friends, family and neighbours. It is understood that the Customer will notify anyone with access to the home that the services of Fido's Friends have been engaged.
22. The Provider does not accept any responsibility or liability for any Customer's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced area. This includes electronic, wood, metal or any other type of fence, or in premises that contain an unlocked cat flap.
23. Details of shut off points for services into the property are to be provided on the booking form and in the event of a household emergency, your emergency contact will be contacted to arrange any remedial work.
24. Please leave your thermostat settings within a normal comfortable range. If the house temperature is outside of this range, the Provider will adjust the thermostat to ensure the health and comfort of your pet(s).
25. The Customer confirms that the Dog(s)'s immunisations, flea and worm treatments are up-to-date, including Kennel Cough.
26. The Customer must inform the Provider of any medical treatment their dog is receiving and provide medication and written advise on how to administer.
27. The Customer will give the Provider the Pet(s) vet details. If needed the Provider is authorised to refer the Pet(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.
28. The Customer's Pet(s) may be photographed and the images may be used on the Providers Website/Facebook Pages/Google+ unless the Customer specifically requests the Provider not to do so.
29. All of your information will be kept private and confidential. The Provider highly respects clients entrusting us with the care of their home and pets. All of our records will be stored securely.
30. Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact details and other pertinent information.
31. The Provider reserves the right to change or amend any Terms or Conditions at any time.

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 agree to the above terms and conditions as stated and 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** _____

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.