

# TERMS & CONDITIONS

RUSSELL'S ROUTES PET CARE



## DOG WALKING AGREEMENT

### Client authorisation & terms 2024

1. I, the client, agree to arrange for keys to be available for Russell's Routes pet care's dog walking / pet sitting / pet taxi / Small animal care / visit arrangements.
2. I, the client, authorise Russell's Routes pet care to obtain any emergency veterinary care that may be necessary during the time spent with my pet. Every effort will be made to contact the owner prior to obtaining emergency care. I accept responsibility for any charges related to this emergency care. I also authorise Russell's Routes pet care to use an alternative veterinarian in the event my regular veterinarian is unavailable.
3. I, the client, agree to compensate Russell's Routes pet care for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
4. I, the client, understand I will be responsible for any medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. I agree that I am personally responsible in the event of a claim by any person injured by my pet. I accept full liability for any loss or damage caused by my dog whilst being walked.
5. I, the client, agree to notify Russell's Routes pet care of any concerns/complaints within 24 hours of any appointments.
6. I, the client, understand I must state if my pet shows aggression in any way. I understand I must fully disclose any quality or characteristic problems which might make my dog not suitable for walks. Russell's Routes pet care will not care for pets that imperil their safety or others.
7. I, the client, hereby grant permission for my dog to participate in group dog walks, unless otherwise specified. I acknowledge and understand that group walks involve simultaneous exercise and social interaction of multiple dogs under the supervision of Russell's Routes pet care. I further affirm that my dog is sociable, well-behaved, and able to interact positively with other dogs. I agree to inform the dog walker of any known behavioral issues or health concerns that may affect my dog's ability to safely participate in group walks.

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Additionally, I acknowledge that while the Russell's Routes pet care will exercise due diligence in maintaining a safe environment, unforeseen circumstances and inherent risks associated with group activities may arise. I release Russell's Routes pet care of any liability related to interactions between my dog and other dogs during group walks and consents to my dog's participation with a full understanding of the potential risks involved.

### **Russell's Routes pet care Responsibilities**

8. Russell's Routes pet care agrees to provide the services stated in this agreement in a reliable, kind, and trustworthy manner. In consideration of these services and as an express condition thereof, the client specifically waives and relinquishes any claims against Russell's Routes pet care, its employees, or assignments, except those occurring from the negligence of the Dog walker

9. Russell's Routes pet care accepts no responsibility for security of the premises or loss if other individuals have access to the home during the term of this agreement. During all assignments, dog walking will only be carried out by Russell's Routes pet care owner or employees, unless prearranged with the client. Russell's Routes pet care accepts no responsibility for damages to the property if other people have access to the property.

10. Russell's Routes pet care will not let any dog off his/her lead unless the owner has given written consent.

11. If unforeseen circumstances occur when Russell's Routes pet care cannot attend to your dog needs due to illness etc, you will be notified straight away.

12. Russell's Routes pet care is not responsible for damage sustained by a pet escaping because of a faulty lead/collar or a collar that is not properly fitted.

13. Russell's Routes pet care will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors from the home. (I.e Homes found with unlocked doors/open windows etc)

14. It is clearly understood that Russell's Routes pet care shall not be held responsible for any damage to the client's property, or that of others, caused by the client's pets during the period in which they are in its care. The client has advised Russell's Routes pet care of all situations, which will relieve it of liability for damage.

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15. This agreement is valid for all future walks until a new agreement is signed. Russell's Routes pet care reserves the right to terminate this agreement at any time, at its sole discretion. The client may terminate this agreement at any time with one month's notice.

16. Russell's Routes pet care agree to love and care for your pet whilst you are away or at work.

### Payment and Cancellation Policy

Weekly upfront payment scheme is in place starting the 19th October 2024.

Invoices are to be found in clients emails, sent via "Quickbooks". Bank details are listed on the invoice. Cash payments may be left to collect during pick up of the first walk of the week.

Russell's Routes must be notified of any cancellations by 9am on the Thursday prior to your dogs scheduled walk, to avoid cancellation charge. Invoices will be distributed via email on Fridays followed by a WhatsApp reminder. Invoices are due by 9am the following Monday. If invoices are not paid for by the due date, the service is not able to go ahead.

Cancellations and bookings for the following week are to be notified by **9am Thursday**

Invoices sent out **Friday morning**

Payments due by **9am Monday**

Bookings can be made after invoices are sent out, the cost will be added to the next weeks invoice.

Pet sit cancellations require 1 months notice from the first day of the pet sit to avoid cancellation fee. Dependent on the length of pet sit, a 25% deposit is required.

### Leads

Suitable leads must be provided. If your dog pulls excessively, please provide a lead to cater for this. If suitable leads are not provided, appropriate leads owned by the dog walker will be used.

### Solo walks

Solo walks provide a tailored and individualized experience for your dog and this contract acknowledges the option for such one-on-one outings. I acknowledge I, the client, can request solo walks for my dog, during which the Russell's Routes pet care will exclusively focus on the specific needs, preferences, and pace of my dog. Solo walks cater to dogs who may thrive in a quieter, more personalized environment or those with specific behavioral or health considerations that benefit from undivided attention. I, the client understand that additional fees may apply for solo walks, and I commit to informing the Russell's Routes pet care of any pertinent information regarding my dog's behavior, health, or specific requirements to ensure a safe and enjoyable solo walking experience for my dog.

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## Weather

### Heat

When the weather is extremely hot and it's evident the dogs are struggling in the heat; hour walks will be shortened accordingly to enable Russell's Routes pet care to cool the dogs down and make sure they are comfortable before leaving them. If it is too hot to walk at all, the service will be replaced with a 20-30 minute visit, to allow Russell's Routes time to visit all dogs in the original group walk. If the owner does not require a visit, due to being home with the dog themselves they must contact Ellie at the earliest opportunity. If Ellie receives no notification and attends the visit when the owner is home, full payment is still required

### Rain and wind

Walks will be normal unless winds are gale force, in this case, Owners will be informed that walks may have to be shortened in order for Russell's Routes pet care to reach all dogs booked in for walks due to traffic disruption.

### Freezing, ice, and snow

If the weather is below freezing and paths are icy walks may be canceled due to safety issues.

### Dog Walker days off

If I, Russell's Routes pet care need to take any days off due to holidays or sickness, I assure you, the client, that I will provide reasonable notice whenever possible. During planned vacations or time off, I will inform you in advance. In the case of unexpected sick days, I will make every effort to notify you at the earliest possible time.

\*Client name:

\*Date:

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\*Your signature:

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## Russell's Routes pet care :

Dog walker: Ellie Hayden

Date: 18/10/2024

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Signature:

A handwritten signature in black ink, appearing to be "Ellie Hayden", written over a horizontal line.

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