**Terms and Conditions of Engagement**

**Entire agreement:**

Happy Dogs is a trade name of myself, Debbie Fennell, whose registered address is at 8 Wickham Road, Reading, RG63TE.

This agreement contains the entire agreement between the parties and/or supersedes all previous agreements and understandings between the parties. Each party acknowledges that, in entering into this agreement, they do not rely on any representation, warranty, information or document or other term not forming part of this agreement.

These terms and conditions are the contract between you (the client) and Happy Dogs by signing this document, you agree to be bound by them. These terms and conditions are in conjunction with the Client Registration form and Veterinary Release form and are governed by English Law.

Please read this agreement carefully, your understanding and acceptance is by way of your signature.

1. Free consultation and enrolment.
2. **Financial - costs, invoicing & payment**
	1. Costs are at the current rates, mileage charge may apply. Weekends, evenings and public holidays are at the quoted rate on the rate card. Rates are subject to review at the start of my financial year [(1st April of any given year)].
	2. Invoices are issued monthly, fortnightly or weekly dependent upon plan, by email unless requested otherwise.
	3. Payment method – cash, bank transfer or Paypal as agreed. Prompt payment is very much appreciated. Late payments could lead to payment in advance of service basis or temporary suspension of service.
	4. Payment terms for any service is in advance or agreed prior to commencement of services.
3. **Hours of work, Holidays, Sickness**

3.1 Hours of work for dog walking / pet care services are usually [Monday – Friday 8:00 – 20:00 inclusive.]

Weekends, evenings and all public holidays are at the quoted rates on the rate card. All works are subject to Happy Dogs schedule.

3.2 Holidays - 4 weeks notice in advance

3.3 Sickness – Full refund given unless a trusted replacement can be located.

1. **Documentation – all certification is available for inspection**
	1. Full commercial insurance is held – comprising appropriate Public Liability, Care, Custody and Control and Key Cover.
	2. Disclosure Barring Service (DBS) verified.
	3. Professional Dog Walkers Association verified and compliant.
	4. First Aid Certificate holder.
2. **Health & Safety and Law**
	1. Happy Dogs ensures the utmost safety and security of your pet and premises during and after our visit – this is our absolute priority always.
	2. All dogs to have own collar, lead and identity tag. **Collar with name tag and microchip id is a legal requirement**.
	3. Dogs will be kept on leads always. Off lead walking is by request following a reasonable period from engagement; providing your dog is [reasonably] behaved and the circumstances are deemed to be safe for your dog, myself, staff and other members of the public who may also be within the vicinity; and subject to Local Authority approval.
	4. All dogs to be fully inoculated / vaccinated with current worm / flea treatment. Any dog deemed not to be adequately treated will not be walked. Evidence of up to date inoculations is required.
	5. No group walks for female dogs in season or ill dogs. One to one rates / home visit rates apply and are subject to availability.
	6. All dogs are walked subject to behaviour assessment and trial period.
	7. Reactive dogs with a tendency to snap at other dogs or humans will be walked solo.
	8. Adverse weather conditions may lead to a limited service. Mutual communication is required. E.g. In very wet conditions, walks may be curtailed to ensure sufficient pet drying time; snow may lead to delays or cancellation of service. Happy Dogs will notify you at earliest convenient time.
	9. In emergency situations permission to take your pet to a Vet is required. Happy Dogs is in partnership with various Local Veterinary Practices. Refer to attached Veterinary release form.
	10. All dog walking is carried out in compliance with Animal Welfare Regulations, Dangerous Dogs Act and all local authority bye laws.
	11. In accordance with my environmental policy and local regulation all mess is always cleared up using degradable waste bags and disposed of accordingly.
3. **Happy Dogs commitment to you**
	1. Where dog walking agreement applies, the rate is inclusive of collection / safe return to dog exercise area, exercise period as agreed, treats, clear up of mess, full insurance and daily activity report. Walks are usually within your local area or at a designated local dog walking location.
	2. Dog walking can be one at a time or with a small group for maximum care, attention and safety, at the discretion of Happy Dogs, subject to availability and behaviour assessment.
	3. Where home visit agreement applies, the rate is inclusive of services agreed.
	4. Upon engagement Happy Dogs may communicate by live text to report on progress. Once your dog is settled into his/her new routine a hand written daily report may be left at your home.
	5. I endeavour not to interrupt your busy day unless there is an emergency. If I ring or text please be aware that I would need to speak to you soon.
	6. I will endeavour to accommodate short notice / emergency bookings as best as possible, subject to feasibility and schedule.
	7. Your training / command words are used.
	8. Happy Dogs is responsible for any NI, income tax and pension contributions incurred because of receipt of payment from you.
	9. Security of key and premises is assured always via a locking key system at our secure premises.
	10. Keys will not be labelled to identify you or your address.
	11. Keys will be returned at the end of the contract or on demand.
	12. I will not loan, duplicate or use the keys issued to me in any unauthorized manner.
	13. Staff / volunteer helpers engaged by Me have your full permission to gain access to carry out duties as agreed.
	14. I accept responsibility for the cost of replacement keys/cards, rekeying locks and any associated damage or losses should I lose the keys or should the keys be lost, stolen or misused while in my possession.
	15. Happy Dogs and / or employees / volunteer staff will only access areas within your home as agreed with you to carry out our duties as agreed.
4. **Your responsibilities**
	1. Full and easy access to dogs is required. For expediency, you shall allow access to Happy Dogs via a mutually compatible method. Failure to provide full and easy access for Happy Dogs to carry out agreed duties will incur charge of agreed rate and the possibility of no walk / visit that day.
	2. Upon agreement to any plan, you shall confirm your requirement / booking for the following week by the Friday evening of the preceding week. Short notice / emergency bookings will be accommodated as best as possible, subject to feasibility and schedule, a short notice booking fee may apply as agreed.
	3. Upon agreement to a dog walking / home visit plan, 24 hours cancellation notice is required by owners. Failure to provide agreed notice period will incur charge at agreed rate.
	4. Ensure prompt payment of invoices, terms as per section 2 above.
	5. Provide special dietary treats and oral medication if required. Oral medication administered at owners’ risk and only under exceptional circumstances.
	6. Advise as soon as possible any adverse health issues of your dog.
	7. Keep Happy Dogs up to date with emergency and full daily contact details as applicable.
	8. Any special requirements to be advised soonest.
	9. I agree to reimburse Happy Dogs for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
	10. I agree to indemnify and hold harmless Happy Dogs and / or employees / volunteer staff of any key / entry related occurrences if other third parties also have access to my home.
5. All information / contracts remain strictly confidential by nature always. All visits are discreet and confidential.
6. Happy Dogs reserves the right to alter / reschedule plans in accordance with work schedule. Outside factors beyond reasonable control may affect service. E.g. this may include one to one walks or group walks as appropriate, rescheduling of visits.
7. This contract can be terminated by either party at 1 weeks’ notice or mutual agreement.
8. This agreement can be found on our website – www.happydogs.co.uk
9. Your agreement and acceptance to engagement of Happy Dogs dog walking / pet services and the above terms and conditions, is provided by confirming and signing on the Happy Dogs – Dog Walking Client Registration Form.