

# Terms & Conditions



## Dog Walking Agreement

### Client authorization & terms 2024

1. I agree to provide keys / arrange for keys to be available for **Champs Away Dog Services** dog walking /pet taxi / Puppy / Dog visit arrangements.
2. I authorize **Champs Away Dog Services** to obtain any emergency veterinary care that may be necessary during the time spent with my dog. 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 authorize **Champs Away Dog Services** to use an alternative veterinarian in the event my regular veterinarian is unavailable.
3. I agree to compensate **Champs Away Dog Services** for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
4. I understand I will be responsible for any medical expenses and damages resulting from an injury to the dog walker or other persons by the dog. I agree to cover and hold harmless **Champs Away Dog Services** in the event of a claim by any person injured by the dog. I accept full liability for any loss or damage caused by my dog whilst being walked.
5. I agree to notify **Champs Away Dog Services** of any concerns/complaints within 24 hours of any appointments.
6. I understand I must state if my dog 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. **Champs Away Dog Services** will not care for dog that imperil their safety or others.
7. I 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 **Champs Away Dog Services**. 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 behavioural issues or health concerns that may affect their dog's ability to safely participate in group walks.

Additionally, I acknowledge that while the **Champs Away Dog Services** will exercise due diligence in maintaining a safe environment, unforeseen circumstances and inherent risks associated with group activities may arise. I release **Champs Away Dog Services** from 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.

### **Champs Away Dog Services- Responsibilities**

8. **Champs Away Dog Services** 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 **Champs Away Dog Services**, its employees, or assignments, except those occurring from the negligence of the dog walker

9. **Champs Away Dog Services** 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 **Champs Away Dog Services** owner or employees, unless prearranged with the client. **Champs Away Dog Services** accepts no responsibility for damages to the property if other people have access to the property.

10. **Champs Away Dog Services** will not let any dog off his/her lead unless the owner has given written consent.

11. If unforeseen circumstances occur when **Champs Away Dog Services** cannot attend to your dog needs due to illness etc, you will be notified straight away.

12. **Champs Away Dog Services** is not responsible for damage sustained by a dog escaping because of a faulty lead/collar or a collar that is not properly fitted.

13. **Champs Away Dog Services** will not be liable for the injury, disappearance, death, or fines of any dog with unsupervised access to the outdoors.

14. It is clearly understood that **Champs Away Dog Services** shall not be held responsible for any damage to the client's property, or that of others, caused by the client's dog (s) during the period in which they are in its care. The client has advised **Champs Away Dog Services** of all situations, which will relieve it of liability for damage.

15. This agreement is valid for all future walks until a new agreement is signed.

**Champs Away Dog Services** 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. **Champs Away Dog Services** agree to love and care for your dog whilst you are away or at work.

## **Cancellation Policy**

### **Permanent slots**

If permanent days are booked each week continuously, you will be paying for the permanent slot whether it is used or not. Any cancellations will be at your discretion and will still be chargeable. Less than 1 month's notice will be charged at half rate. A maximum of 12 working days can be cancelled for a holiday, anything over 12 days will be charged at a half rate to keep your slot. I do not offer term time only permanent slots.

### **Non-Permanent slots**

Infrequent walks require a minimum notice of 1 week for cancellation, less than this will still be chargeable.

## **Payment**

Invoices will be sent out 5-7 days before they are due to be paid on the 1st of each month. This can be done by direct debit or bank transfer. Cash payments may be left weekly on the first walk of the week. A reminder that the balance is due will be sent out to everyone on the 1st of each month. If payment is late a late charge of £3 per day should be added to your invoice.

## **Leads**

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

## **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 can request solo walks for my dog, during which the **Champs Away Dog Services** 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 behavioural or health considerations that benefit from undivided attention. I understand that additional fees may apply for solo walks, and I commit to informing the **Champs Away Dog Services** of any pertinent information regarding my dog's behaviour, health, or specific requirements to ensure a safe and enjoyable solo walking experience for my dog.

## Walk Charges (as of July 1st 2024)

Please find our prices for 1-hour, 30-minute walks as well as our pop-in visits:

Details	Price	Additional dog
Group Walks-Maximum 6 dogs  50-minute walk, wipe paws, fresh water, cuddles and house lock up.	£15.00	£4.00
1-hour Solo Walk- One on One Walk 50-minute walk, wipe paws, fresh water, cuddles and house lock up.	£20.00	£4.00
1-hour visit includes: 30-minute walk, play, wipe paws, fresh water, food, cuddles and house lock up.	£20.00	£4.00
1-hour visit in pouring rain or hot/humid weather: 30-minute walk, 15-minute dry/cool time. Wipe paws, fresh water, food, , cuddles and house lock up. This will be adapted to suit the safety and needs of your dog .	£20.00	£4.00

### 30-MINUTE WALKS:

30-minute walk	£12.50	£2.50
30-minute visit includes: 20-minute walk, paws cleaned, fresh food and water, a note, cuddles and lock up	£12.50	£2.50

### POP-IN VISITS CAN BE ARRANGED

Pop-in includes: Pop in – toilet break, playtime, fresh food, water, cuddles, a note and lock up.	15 Minuets - £7.50 30 Minuets - £10.50 Area depending.
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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. The visit will still be 1 hour in duration but walks may be shortened to enable Champs Away Dog Services to cool the dogs down and make sure they are comfortable before leaving.

### 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 Champs Away Dog Services 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 cancelled due to safety issues.

### Dog Walker days off

If I, Champs Away Dog Services 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 14 days in advance and collaborate with you to establish suitable substitute coverage to ensure the consistent care and well-being of your dog. 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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## Champs Away Dog Services

Dog walker:

Date:

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Signature:

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