**Muddy Paws and Wagging Tails Dog Walking and Pet Care**

**Terms and conditions - General**

The client agrees to provide full and honest information to Muddy Paws and Wagging Tails about their pets during the booking procedures. Behaviour which may negatively impact employees of Muddy Paws and Wagging Tails or their premises should be disclosed at the time of booking. These include but are not limited to excessive barking, aggression, incontinence, separation anxiety, destructive behaviour, straying and phobias.

The client agrees that if their pet attacks another animal or person, including any representative of Muddy Paws and Wagging Tails, and this results in injury to that animal or person, they will be responsible for any expense incurred as a result. This includes payment of veterinary fees incurred as a result of injuries to another animal caused by their dog.

Clients agree to an introductory meeting to allow the carer to meet the pet(s) and discuss aspects of care. This meeting will usually take place in the clients home by arrangement and is provided free of charge.

Delivery and collection dates, and agreed times, must be adhered to as carers may have other bookings. If you are unavoidably delayed you must contact Muddy Paws and Wagging Tails as soon as possible to discuss arrangements for your pet(s). Any extra service costs incurred as a result of your delay must be paid immediately on your return.

Cancellations must be made in writing by email, text or post.

The client agrees that if insufficient food or other supplies are provided to cover their pet’s stay, the cost of purchasing additional items will be payable on collection of the pets. The client will inform their veterinarian that Muddy Paws and Wagging Tails will be caring for their pets while they are away (or at work) and if possible arrange for card details to be held, so that emergency payments can be made. Any veterinary fees that are incurred for your pets and have been paid by Muddy Paws and Wagging Tails, must be reimbursed immediately on your return. A vet release agreement must be signed.

If a medical emergency arises for the pet, Muddy Paws and Wagging Tails will make every effort to contact the client and their emergency contact. Where time is of the essence, the client authorises Muddy Paws and Wagging Tails to seek medical services at the nearest veterinary practice. The client agrees to reimburse for all services rendered by a veterinarian in accordance with the owners wishes as stated and signed in the veterinary release form.

Unless otherwise agreed, your dog will be exercised on a harness and long, soft lead or on equipment you supply. Where a client is happy that their dog is allowed to run free off the lead, they must be willing to sign an off lead disclaimer, under which the client agrees to accept responsibility for accident, injury or loss, caused by or to their dog.

In the event of serious accident or illness of the carer, the client accepts that alternative emergency cover will be arranged for their pets. This will be done with the involvement of the client’s emergency contact(s) wherever possible, and as far as possible would be within the boarding provision of Muddy Paws and Wagging Tails.

In the event of inclement weather, flooding, fire, break-in or similar occurrence, Muddy Paws and Wagging Tails will make every attempt to contact the client and agree a plan of action. Where the issue occurs at the client’s home and the client cannot be reached immediately, where action is needed for health, safety and welfare, the client authorises Muddy Paws and Wagging Tails to take any action deemed necessary, including repairs, to make the property safe. The clients agrees to reimburse Muddy Paws and Wagging Tails for any repairs carried out and to hold Muddy Paws and Wagging Tails blameless for work done by another.

When a period of more than one month elapses between a booking confirmation and the commencement of service, the client must ensure that Muddy Paws and Wagging Tails are informed of any changes made to the pet’s health, routine or care.

All dogs must be vaccinated, wormed and treated for fleas /tics before being placed with the carer, and this is the clients responsibility. Muddy Paws and Wagging Tails reserves the right to decline to accept any animal that arrives for boarding looking visibly unwell. We cannot board dogs who have been in kennels or large day care facilities within the month preceding the board. This is because of the risk of infection to other dogs within our homes.

Muddy Paws and Wagging Tails will carry out all agreed services in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client waives and relinquishes any and all claims against Muddy Paws and Wagging Tails except those arising from gross negligence or misconduct which would need proving on the part of Muddy Paws and Wagging Tails.

The client authorises the signed contract to be valid approval for future services, therefore allowing Muddy Paws and Wagging Tails to accept future bookings without additional signed contracts or authorisation. By signing below I am promising to read these terms and conditions in their entirety and agree for Muddy Paws and Wagging Tails to provide care for me pet.

Client signature:

Date:

Amanda Woolham on behalf of Muddy Paws and Wagging Tails

 signature

Date: