Dog Walking Agreement

DOG WALKING & PET VISIT AGREEMENT

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Please read this agreement alongside the **Dog Walking Registration & Information Form** (one for each dog), which includes the veterinary and emergency authorisation. Once signed, the form becomes part of this agreement.

1. Parties and services

Owner's full name(s)

Address

Email

Telephone

Walker: Emma Adley trading as Doggy Paws on Patrol, 19 The Croft, Fleet, Hampshire, GU51 4EG.

The Owner engages the Walker to provide the dog walking and/or pet visit services agreed below and recorded in the Registration & Information Form. The Walker is self-employed and is not the Owner's employee.

Dog(s)

Agreed service(s), days and approximate time(s)

Fees: As agreed with the Owner and confirmed in writing.

2. Owner responsibilities and information

The Owner must provide complete and accurate information about each dog, including health conditions, medication, behaviour, triggers, bite history, escape risks, recall, separation anxiety and any restrictions on exercise or handling.

The Owner must promptly tell the Walker about any change in the dog's health, behaviour, household access arrangements or emergency contact details.

The Owner must provide properly fitting, safe collars, harnesses and leads, plus any coat, muzzle or other equipment agreed as necessary. The Walker may decline to use equipment considered unsafe or unsuitable.

The Owner confirms that the dog is legally identifiable as required and that vaccinations, parasite prevention and other routine health measures are kept up to date in accordance with veterinary advice. Any relevant restrictions must be disclosed.

The Owner must ensure the dog can be safely collected and returned, and that the Walker has reliable access instructions. The Owner should tell the Walker if another person, contractor or visitor may be at the property during a visit.

The Walker is engaged only to provide the agreed services. Feeding, medication, cleaning, training or other tasks will be undertaken only where expressly agreed in writing and described in the Registration & Information Form.

3. Walks, group walking and off-lead permission

The Walker may walk compatible dogs together, with a maximum of four dogs per handler, where appropriate for the dogs' welfare and safety. The Walker may change the walking arrangement or walk a dog individually if reasonably considered necessary.

A dog will only be allowed off lead with the Owner's prior written permission and where the Walker considers it safe and lawful to do so. Permission does not guarantee off-lead exercise on every walk. The Walker may keep a dog on lead because of recall, behaviour, livestock, wildlife, location, weather or other safety concerns.

The Walker will use reasonable care and skill, act in the dog's welfare interests and notify the Owner of any significant incident or concern observed during a service.

4. Fees, invoices and payment

The Owner agrees to pay the fees set out above or otherwise agreed in writing. Invoices will normally be issued monthly, and payment is due within three days of receipt unless a different arrangement has been agreed in writing.

Where an invoice is queried, the Owner should contact the Walker promptly and explain the issue. Any undisputed amount remains payable by the due date. Repeated late or missed payments may result in services being paused or the agreement being ended after written notice, subject to any applicable legal rights.

5. Owner cancellations and missed access

The Owner must give at least 48 hours' notice to cancel or change an individual scheduled walk or visit. Where less than 48 hours' notice is given, or the Walker cannot access the property or safely collect the dog because of circumstances within the Owner's control, the full scheduled fee may be charged.

If the Owner gives at least 48 hours' notice, the Walker will not normally charge for the cancelled service, unless a different arrangement has been agreed in writing (including any term-time retainer under clause 7).

6. Ending the agreement: two weeks' notice

Either party may end this ongoing agreement by giving the other at least 14 days' written notice, including by email or text message. Fees remain payable for services provided and for any properly chargeable cancellations during the notice period.

The Walker may suspend or end services immediately where reasonably necessary for safety or welfare reasons, including where a dog presents a serious or undisclosed risk, materially inaccurate information was supplied, the Owner behaves abusively towards the Walker, or there is a serious breach of this agreement. Where practical, the Walker will explain the reason promptly. Any fees already due remain payable; no term in this agreement removes rights or remedies that the law does not permit to be excluded.

7. Term-time-only bookings and holiday retainer

For a dog booked on a term-time-only basis, the Owner agrees to pay a retainer equal to 30% of the normal weekly fees for the dog's agreed regular booking during school holidays, including the summer holiday. The retainer is payable for each holiday week (or proportionately for part of a week) in which the regular slot is being held for the Owner, whether or not the Owner uses the service during that period.

The retainer secures the dog's usual place in the Walker's schedule for the return to term-time services; it is not payment for walks or visits actually carried out during the holiday. Any services requested during the holiday are charged separately at the agreed rate, unless agreed otherwise in writing. If the Owner does not wish to retain the regular slot, the Owner must give 14 days' written notice; the Walker cannot guarantee that a slot will remain available if it is released. The retainer does not apply to clients who have not agreed a term-time-only arrangement.

8. Hot weather and other unsuitable conditions

The Walker will prioritise the dog's safety and welfare. During hot weather, or whenever conditions make a normal walk unsafe or unsuitable for an individual dog, the Walker may shorten, reschedule or replace the outdoor walk with a suitable alternative, such as a garden/toilet break, enrichment or a drop-in visit. The Walker may also adjust the time of the service where practical.

Where possible, a heat-affected walk will be moved to another day by mutual agreement. If a drop-in visit is agreed as the alternative, it will count as the replacement service for that booking and the normal scheduled fee will remain payable, unless a different fee is agreed in writing. A weather-related change made for the dog's welfare is therefore not automatically treated as a cancelled, unpaid booking. If neither a safe walk nor a suitable alternative can be provided, the Walker will contact the Owner to agree a reasonable alternative, rescheduling or fee adjustment.

The Walker may also alter a route or service because of storms, ice, flooding, unsafe ground, transport disruption or other conditions that could compromise safety. The Walker will use reasonable judgement and communicate material changes to the Owner.

9. Walker cancellations and substitute arrangements

If the Walker is unable to attend because of illness, an emergency or other unforeseen circumstances, the Walker will give the Owner as much notice as reasonably possible. With the Owner's prior agreement, a suitably experienced substitute may provide the service. The Owner will not be charged more than the agreed rate for an approved substitute. If no service or agreed alternative is provided, the Owner will not be charged for that booking and any amount already paid for it will be credited or refunded.

10. Emergencies, veterinary care and transport

The Owner must provide the name and contact details of their usual veterinary practice, an emergency contact and clear instructions about veterinary treatment (in the Registration & Information Form). If the dog appears injured or unwell, the Walker will make reasonable efforts to contact the Owner. If the Owner cannot be reached promptly and the Walker reasonably believes urgent action is needed, the Walker may contact a vet and arrange appropriate emergency assessment or treatment in the dog's interests.

The Owner is responsible for veterinary fees and other reasonable costs incurred for the dog, including transport costs where applicable. The Walker will inform the Owner of the circumstances and costs as soon as reasonably practicable. The Walker will transport dogs only where this has been agreed and appropriate safety arrangements are in place.

11. Safety, incidents and liability

The Owner must disclose known risks and is responsible for providing accurate information and suitable equipment. The Owner may be responsible for loss or damage caused by the dog to the extent provided by law. The Walker will take reasonable care while providing the agreed service and will notify the Owner of any incident as soon as reasonably practicable.

Nothing in this agreement excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud, or any consumer rights that cannot legally be excluded. Subject to that, the Walker is not responsible for loss or damage caused by circumstances outside the Walker's reasonable control, or by inaccurate or incomplete information supplied by the Owner, except to the extent that the Walker's own acts or omissions caused the loss.

12. Keys, property access and privacy

Keys, access codes and personal information will be kept reasonably secure and used only for providing the agreed services. They will be returned, deleted or otherwise dealt with securely when the agreement ends, subject to any legitimate need to retain records. The Owner should notify the Walker promptly if access details or locks change. The Walker will take reasonable care in the Owner's property but cannot guarantee against incidents caused by other people or events outside the Walker's reasonable control.

The Walker will use the Owner's contact and pet information only as reasonably needed to provide the service, manage bookings, keep appropriate records and deal with emergencies or legal obligations.

13. General terms

Any change to this agreement, including prices or service arrangements, must be confirmed in writing. If a party does not enforce a term on one occasion, this does not automatically waive the right to enforce it later. If any provision is found unenforceable, the remaining provisions will continue so far as possible. This agreement and the Registration & Information Form identified at the beginning record the agreement between the parties about the services. Nothing in it affects statutory rights.

14. Booking and agreement details

Regular booking days / times

Term-time-only booking? ☐ Yes ☐ No

If yes, agreed normal weekly fees used to calculate the 30% retainer (£)

Off-lead permission? ☐ Yes ☐ No ☐ Only under conditions in the Registration & Information Form

Transport permission, if applicable? ☐ Yes ☐ No

Special instructions / agreed variations

OWNER DECLARATION

I confirm that I have read and understood this agreement, that the information I have provided is accurate to the best of my knowledge, and that I agree to the terms above and the accompanying Registration & Information Form(s).

Owner's full name

Date

Owner's signature (sign by hand, or type your name if returning by email)

WALKER

Emma Adley, Doggy Paws on Patrol

Walker's signature

Date

Please keep a copy for your records. Return the signed agreement to Emma in person or by email to emmaadley@hotmail.co.uk.