



MERE MUTTS

Service Agreement

meremutts.co.uk

tel: 07969 249255

info@meremutts.co.uk

This Agreement is between Grania Miller of Mere Mutts and _____
of (Address) _____

1. This agreement constitutes permission for me (Mere Mutts) to enter the above address in order to carry out a dog walking service/let out service/vet run service for the dog(s) owned by you (the client). Acceptance of this agreement is deemed acceptance of my Terms and Conditions and an agreement to pay my fees on time.

Dog Walks

2. You must advise me of any behavioural problems, traits or vices your dog(s) may have. I reserve the right to stop walking a dog if it shows aggression to people or other dogs/animals.
3. All dogs being walked will undergo a trial period to ensure that they are adequately trained and socialised. I reserve the right to cancel the contract at any time and with immediate effect if the dog does not respond well to me and/or other dogs.
4. All dogs will be exercised on a lead unless prior agreement has been given to walk them off lead. They will then only be walked off lead in a safe place once I have established a good bond and recall with your dog. If I do not deem it safe to let your dog off the lead, I will not do so.
5. Although your dogs will generally be walked individually, I may, on occasion, walk them with other dogs in my care that I consider they will get on with.
6. I will apply personal judgement and cut short a walk/not walk your dog if necessary because of extreme weather conditions (eg. heat, thunder, snow etc.) for the safety of both the dog(s) and myself. However, if I can get there, I will let your dog out to relieve itself and keep it company indoors instead.

Emergencies

7. By signing this agreement, you authorise me to obtain any emergency veterinary care that may be necessary during the time I spend with your dog(s): in the event that your regular vet is unavailable, an alternative vet may be used. Every effort will be made to contact you and/or your nominated emergency contact prior to obtaining emergency care. Any decision made will be in the best interests of the dog.
8. You are responsible for any veterinary bills incurred for your dog(s) whilst they are in my care. I cannot be held liable for any loss, injury or death to a pet whilst in my care and will not be held accountable for vet fees or third party claims whilst your dog is in my care. Dogs should be up to date with all vaccinations, worm and flea treatments.

9. Although Mere Mutts is insured for Public Liability, it is recommended that you also take out insurance for your dog(s).

Booking Details

10. Due to the fact that I cover a relatively large area and my clients vary each day, I am unable to give a specific arrival time for lunch time walks as I have to plan my route to minimise travelling distances etc. Thus, lunch time walks will start at some time between 11am - 2.00pm.
11. In the unlikely event that I have to cancel a booking, I will try to give you 24hrs notice on the contact number(s) provided by you. If I have to cancel a walk within 24 hrs of the walk commencing, I will refund the fee for that day's walk.
12. Clients are requested to email/text me their requirements for the following week no later than Saturday evening. If you cancel your booking with at least 24hrs notice, you will not be charged. However, if a cancellation is made within 24hrs of the walk commencing, the full rate may be charged.
13. Weekly bookings need to be paid one week in advance. For weekly clients, I will hold your space for you for a maximum of 2 weeks free of charge to accommodate holidays. If you wish me to retain your booking space for any longer than this, I may ask for a retainer (50% of the normal weekly fee per week) to be paid in advance.
14. Payment is to be by bank transfer, direct debit or cash. Cheques are not accepted.
15. If using the vet run service, you must notify the veterinary surgeon that I will be attending the appointment on your behalf and ensure that arrangements for payment have been made in advance with the vet.

Holidays

16. I do not operate on weekends or bank holidays, except by prior arrangement.
17. I aim to give you at least 6 weeks' notice of my holidays.

I hereby agree that I, the undersigned, give consent for Grania Miller of Mere Mutts to walk my dog as per my instruction and that I have entrusted her with a key to my property, to be used only as agreed. The key will be returned on my request.

Client Signature:

Date:

Print Name:

Grania Miller Signature:
(Mere Mutts)

Date: