



## **Annie's Pet Care: Service Agreement in Respect of Dog Walking and Pet Sitting Services**

**This Agreement is made on:** \_\_\_\_\_

**BETWEEN:** Annie's Pet Care ("the Service Provider") and \_\_\_\_\_ ("the Client")

(together referred to as "the Parties")

The Client wishes to engage the Service Provider, and the Service Provider agrees to provide the Services as set out in the Booking Form and in accordance with this Agreement.

### **Commencement Date and Duration**

This Agreement shall commence on: \_\_\_\_\_ and shall continue until terminated in accordance with Clause 6.1.

### **Services**

1. The Service Provider agrees to perform the Services with attentiveness, reliability, and care, using all reasonable skill and diligence.
2. The Service Provider shall act in accordance with all reasonable instructions provided by the Client, provided these instructions are compatible with the specified Services outlined in the Policies and Procedures document.

### **Client's Obligations**

1. The Client agrees to:
  - Provide accurate and comprehensive information regarding their pet(s).
  - Ensure their dog(s) have not displayed aggression towards other dogs, people, or livestock.
  - Ensure all necessary vaccinations, licences, and treatments are up-to-date and valid.
2. The Client authorises the Service Provider to:
  - Provide care as outlined.
  - Arrange emergency veterinary care if necessary, with reimbursement for all related fees and expenses.
3. The Client accepts responsibility for any injuries, damages, or incidents caused by their pet(s) during the Service.

### **Fees and Payment**

1. Fees for Services shall be detailed in the Booking Form and must be paid promptly when due.
2. Additional charges for emergency care, transportation, or other necessary expenses will be invoiced separately.
3. Late payments beyond 7 days of the due date will incur an interest charge of 8% per annum on the outstanding amount.

## **Cancellations**

1. The Client agrees to the following cancellation policy:
  - Cancellation within three (3) months of the scheduled pet sit: 100% of the total cost.
2. The Service Provider reserves the right to terminate the Agreement with immediate effect if payment obligations are not met.

## **Aggressive or Unsocial Animals**

1. The Client confirms their pet has not shown aggression towards dogs, people, or livestock.
2. If a pet exhibits aggression or dangerous behaviour, the Service Provider may:
  - Refuse to continue providing Services.
  - Take necessary measures to ensure safety, which may include seeking veterinary or emergency assistance, with all associated costs chargeable to the Client.

## **Indemnity and Liability**

1. The Client shall accept full liability for any events arising from their pet's behaviour and indemnify the Service Provider against claims for injury, death, or property damage caused by the pet.
2. The Service Provider will exercise reasonable care but cannot be held liable for any loss, injury, illness, or death of pets unless proven negligent.

## **Insurance**

1. The Service Provider maintains Public Liability Insurance for the Services.
2. It is the Client's responsibility to ensure their property, contents, and pets are adequately insured during the Service period.

## **Data Protection**

All Client information will be stored securely and used solely for the purpose of providing Services, in compliance with GDPR and the Data Protection Act 2018.

## **Governing Law and Jurisdiction**

This Agreement is governed by the laws of England and Wales, and both Parties agree to submit to the exclusive jurisdiction of its courts.

**By signing below, the Parties acknowledge their understanding and acceptance of this Agreement.**

**Signed: Annie's Pet Care**

Print Name: **Annie Cox**

Date: \_\_\_\_\_

**Signed:** \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

## **Policies and Procedures,**

### **Bookings:**

1. All bookings require a completed Booking Form and a signed Agreement at a consultation.
2. Bookings made less than 14 days before service commencement require full payment upfront.

### **Care and Safety:**

1. The Service Provider shall provide care to maintain the pet's routine and wellbeing.
2. Dogs will be walked on leads unless the Client provides written permission for off-lead walking.

### **Emergency Protocols:**

1. In emergencies, the Service Provider will act in the best interest of the pet, including arranging veterinary care.

**Cancellations:** Cancellation within three (3) months of the scheduled pet sit incurs a 100% cancellation fee.

**Damage to Property:** The Client accepts responsibility for any damage caused by their pet(s) during the Service period.

**Privacy:** The Client is responsible for providing up-to-date contact information. The Service Provider will not be held liable for issues arising from incorrect or outdated information.

**Keys:** Keys provided to the Service Provider will be securely stored and returned upon Service completion.