

# Pawfessional Touch®

Dog Walking & Pet Care Service

## Service Agreement

Use of Pawfessional Touch services implies the following terms, which are subject to change from time to time without notice, are fully understood and agreed to. It is the responsibility of individual service users to ensure they are familiar with the latest agreement in force.

### **General**

Services will be provided in a reliable, caring and trustworthy manner observing all relevant legislation. Pawfessional Touch employees hold an up-to-date Disclosure Scotland certificate and vow to maintain a good level of knowledge in relation to pet handling, care, behaviour and first aid.

Pawfessional Touch is fully insured by Pet Business Insurance. It is also recommended owners take out their own pet insurance policy.

Prior to commencement of services an initial consultation, which is free of charge, must be carried out. During this face-to-face meeting client requirements can be discussed in full, the registration process completed and a key collected if applicable.

Personal information is securely held, only used for the purpose intended (e.g. responding to an enquiry or providing services) and never shared without consent. Under no circumstances will data be sold on to a third party. A copy of my full Privacy Policy is available on my website. It is important clients ensure their records are kept up-to-date. Pawfessional Touch uses Time to Pet, a professional online software application, to deal with client management, scheduling and billing. Service users are granted password protected access to their individual record. This allows them to view and amend their profile, check upcoming schedules, see past visit details, request services, cancel or change appointments and look at invoices, statements and payments made.

Keys can either be retained on file at no cost (colour coded and stored in a locked safe separate from personal details) or returned. A fee for collection or delivery may apply. Pawfessional Touch is not responsible for keys an owner wants mailed through their letterbox or left in a specified location. If entry is not possible for any reason service will be forfeited without a

refund. Should an emergency locksmith or alarm company call-out be necessary the client is liable for all charges incurred.

Pawfessional Touch assumes no liability for loss or damage if other individuals have access to a client's home prior to, during or immediately following an assignment (for example, family, friends, neighbours, cleaners or tradesmen).

Pawfessional Touch must be advised of any pre-existing or future medical conditions, behavioural problems, traits or vices.

For welfare purposes Pawfessional Touch does not support the practice of leaving dogs home alone overnight and will not provide services in these circumstances. Owners should consult a licensed boarding kennel, licensed home boarder or overnight house sitter instead.

Every effort will be made to contact the owner or nominated 3rd party in the event of an emergency. However, Pawfessional Touch reserves the right to consult a vet if necessary and make decisions that are in the best interests of the pet. If veterinary advice or treatment is required while a pet is in Pawfessional Touch's care the owner is responsible for any veterinary fees or insurance excesses. Pawfessional Touch will endeavour to take the pet to their regular vet. However, if this is not possible, they will be taken to an alternative practice for treatment.

Although Pawfessional Touch strives to accommodate preferred time frames, a varying schedule, unpredictable traffic conditions, unexpected situations and the individual needs of each pet mean specific times cannot be guaranteed (unless otherwise agreed, for example in the case of administering time-sensitive medication).

For cancellations a minimum of 24-hours' notice is required otherwise the full amount will be charged.

If a service cannot be provided (e.g., due to holidays or unforeseen circumstances) Pawfessional Touch will make every effort to give as much notice as possible.

## **Dog Walking**

Aggressive or unruly dogs, bitches in season or dogs that are clearly unwell cannot be accepted on a group walk.

Under **The Control of Dogs Order 1992** any dog in a public place must wear a collar and a tag showing the owner's name, address and postcode. All dogs over 8 weeks old in Scotland must be microchipped under the **Microchipping of Dogs (Scotland) Regulations 2016**. For additional security each dog will be provided with a tag bearing Pawfessional Touch's contact details.

Dogs should be in good general health, on a preventative flea, tick and worming program (additional protection against lungworm is advised) and vaccinated or titre tested in accordance with current WSAVA guidelines. Pawfessional Touch cannot be held responsible should a dog become ill as a result of not being up to date with any of the above.

No more than 6 dogs will be walked together by one handler. Dogs will only be walked off lead, when safe to do so, with permission from their owner and where Pawfessional Touch is satisfied they demonstrate good recall. A lead is carried at all times for each dog being walked.

It may be necessary to transport dogs to a suitable walk location safely restrained in a vehicle fit for purpose. Dogs are released in a controlled manner and are not permitted to cause a nuisance to members of the public or other dogs while being exercised.

A mobile phone and first aid kit are carried at all times in case of emergency.

Personal judgement will be applied and a walk cut short if deemed necessary (for example due to weather conditions, illness or injury).

If a regular service is cancelled for more than 2 weeks at a time a retainer fee of 50% of the usual weekly charge is required to keep the space available.

If a dog is required to wear, for example, a harness, jacket or muzzle, this should be provided. Items must be well fitting and in a good state of repair. Aversive equipment such as choke, prong or shock collars will not be used. Dogs may be walked using Pawfessional Touch owned leads or harnesses.

Owners should leave a towel out for drying their dog's wet coat and wiping muddy paws (however please note some mess may be unavoidable).

In the unlikely event of a dog going missing the Dog Warden will be notified immediately and Pawfessional Touch will provide the owner with further assistance as required.

Pawfessional Touch promotes responsible pet care; putting in place relevant precautions to reduce the risk of harm. For example, by following recommended guidance regarding puppy exercise to protect developing joints, taking steps to help prevent the incidence of GDV in predisposed breeds and never encouraging unsafe play, such as chasing sticks.

### **Pet Sitting**

For welfare purposes Pawfessional Touch does not offer an "every other day" pet sitting service.

If a schedule confirmation is not received by the client at least 48 hours prior to departure Pawfessional Touch must be notified. (Note - schedules can be viewed and checked online by logging into Time to Pet).

All necessary items required for a pet's care (such as food, cat litter, bedding, medication etc) must be provided. If additional supplies are needed these will be purchased on the owner's behalf and added to their bill.

Where a parking permit is required, this should be provided. If suitable free parking is unavailable any charges incurred must be reimbursed.

In the unlikely event of a pet going missing Pawfessional Touch will continue with the agreed visits and will notify the microchip company, insurance company, vet, local shelters and the police on the owner's behalf.

### **Payment**

Payment is required on receipt of invoice (which can be viewed online by logging in to Time to Pet). Preferred payment method is Bank Transfer or Standing Order.

Available payment methods: -

- **CASH**
- **POSTAL ORDER**
- **CHEQUE:** Payable to Pawfessional Touch with client's full name written on the back. If a cheque is returned unpaid by the bank client is liable for charges incurred.
- **BANK TRANSFER / STANDING ORDER:** Relevant details are printed at the top of every invoice or provided on request. Payment should be made quoting client's full name as reference.
- **PAYPAL (CREDIT CARD, DEBIT CARD OR BANK ACCOUNT):** A PayPal account is not required. Please make payment to [info@pawfessionaltouch.co.uk](mailto:info@pawfessionaltouch.co.uk).