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Registered Company Number: 06453679

## Contract of Service

1. Hound Helpers Ltd is authorised to perform pet and home care services as required and discussed with you. Hound Helpers Ltd agrees to provide the services stated in this contract in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims against the company except those arising from negligence or wilful misconduct on the part of the company.
2. Hound Helpers Ltd is authorised by agreement to these terms and conditions/contract to seek emergency veterinary care for the client's pets with release from all liabilities related to transportation, treatment, and expense. Should the specified veterinarian be unavailable, Hound Helpers Ltd is authorised to approve medical and/or emergency treatment (excluding euthanasia) as recommended by a veterinarian. The Hound Helpers Ltd Team are all Canine First Responders and trained to perform pet first aid primary and secondary care. The team will provide such care as and when needed, this will in no way replace care given or required by a vet. The client agrees to reimburse Hound Helpers Ltd for expenses incurred plus any additional fees for attending to this or any expenses incurred for any other pet food, supplies or home care needed. In the event of the clients delayed departure or early return home, the client is responsible to notify the company representative in sufficient time to avoid the expense of unnecessary visits.
3. On hot days Hound Helpers Ltd reserves the right to cut walks short or spend time in the garden with your dog or dogs to prevent heat exhaustion. In all cases we will endeavour to walk them in the shade and with constant access to water provided it is safe to do so considering the temperature, breed and age of your pet.
4. In the event of inclement weather or natural disaster precluding safe travel, the Hound Helpers Ltd pet carer is entrusted to use his/her best judgment in caring for pet(s) and home. Hound Helpers Ltd will be held harmless from consequences related to such decisions.
5. If the primary pet care provider is unable to perform service, the client authorizes Hound Helpers Ltd to arrange for another team member to fulfil responsibilities as set forth in this contract.
6. The client's authorization of any other person; including house keepers, contractors, family members, relatives, or friends and neighbours of any age; to enter the client's home during this or any future period constitutes a shared-visits arrangement. Access to the home by estate agents and prospective buyers must also be disclosed to our company. Because the company does not have sole access to the client's home and does not exercise sole care for the client's pets, Hound Helpers Ltd cannot be held responsible for incidents involving the home or pets during such periods. Accordingly, the client hereby agrees to hold company harmless for any incidents involving the home or the pets during all periods of service that include shared-visits arrangements or during the time the house is "on the market" and estate agents/prospective buyers have access to the home.
7. If the client requests that company leave the pet unattended for periods of time in an outside area, either around or near the client's residence, client hereby agrees to hold Hound Helpers Ltd harmless in the event of any injury, theft or death to the pet occurring during the times in which, as requested by the client, leaves the pet(s) unattended. This may include, but is not limited to, requests to

leave dogs unattended on the client's property, either in an enclosed area or not, a cat left to roam outside of the home and its property, or a pet left in an electronic containment system (invisible fence) which may or may not be operational.

8. Hound Helpers Ltd reserves the right to terminate services at any time if company, in its sole discretion, determines that the client, their property or pet poses a danger to the health or safety of a Hound Helpers Ltd representative. If concerns prohibit a pet carer from caring for the pet, the client authorizes pet to be placed in a boarding facility with all charges there forth to be charged to the client.

9. The client authorizes these terms and conditions to be valid approval for future services of any purpose provided by this contract. Hound Helpers Ltd is permitted to accept telephonic, online or verbal reservations for future service and update pertinent information without additional signed contracts or written authorization. This contract can be terminated at any time for any reason at the request of either party.

10a. Cancellation periods. Dog Walking - cancellations within 72 hours of services booked will be charged at full price for the whole booking, including block bookings, cancellations before this time will not be subject to a cancellation charge.

Holiday care – Cancellations within 30 days of the job/holiday start date will be charged 50% of the total amount. Cancellations within 14 days will be charged in full for the whole booking.

Dog training - Cancellations within 24 hours are charged at 100%

11. Payments. Payment types accepted are Cash, Card (online via PSP & Stripe) or Bank transfer, either weekly or monthly in advance.

Bank Transfer payments should be paid to Hound Helpers Ltd (Lloyds Bank) Account Number – 01372937, Sort code – 309812. Block bookings payments are due in full on first day of booking if not before. In the event of the pet carer arriving for services booked and payment is not left, said services will only be carried out with the discretion of the carer and will only be carried out for that visit, following visits will be cancelled until payment is made. Visits booked but cancelled due to non-payment will still be charged at full price. Late payments are charged at £10 per week (one day of late payment constitutes as the start of a week, thereby £10 late payment fee is due, and also £20 is applicable for 8 days late payment etc.).

12. By agreeing to the terms and conditions the client agrees to the use of pictures of their pets to be used for advertising purposes by Hound Helpers Ltd including on the Internet.

13. Hound Helpers Ltd promises to uphold any bookings and instructions as stated by the client to the best of their ability and will endeavour to contact the client should an event (for example transport problems or an urgent family matter) happen that should prevent services being carried out. A refund or credit will be offered to the client should such an event take place.

14a. Illness, incidents, seasons, additional dogs and injury- It is the client's responsibility to provide as much notice as possible of the following concerns - The dog is unwell for any reason. Your bitch is in season. Your pet has been in contact with another dog with a transmittable infection or disease (even if your pet is not showing any symptoms). You have additional dogs staying at your property that the pet carer has or has not met before. Your dog has had an unpleasant experience with a person or, vehicle or dog, regardless of whether they are physically harmed in the process. In each of these cases we may adjust the diary and times to care for your pet individually for their own protection and also prevent the spread of possible disease and or infection. If we arrive to find any of these scenarios and we haven't been previously notified, we will simply contact you to let you know, let your dogs out into the garden to toilet (but not take them for a walk). The service booked will be charged.

14b. If the service you have booked is a group Hike and your dog or dogs are unwell we will be unable to walk your dogs with others specifically if the condition is contagious. This is to protect your own dogs and other dogs that would normally be walked with them. We reserve the right to make this decision with or without vet or owner consent for the safety and well-being of all the dogs in our care. In such cases we will at minimum do a garden visit for your dog or dogs and if we have availability, we may walk them alone if they are well enough to exercise. Please note Hikes under these conditions may not be at the normal time the dog and client are accustomed to.

15. Future bookings or changes to bookings should be either through the client portal or by contacting Lisa in the first instance or Sarah if Lisa is unavailable. Cancellations are not possible through the portal.

16. Key Holding. Keys provided by you for your property are never labelled in case of loss. We ask that you provide a novelty key ring with your key for us to remember. Should you require your key to be returned in an emergency the call out fee is £25, this charge applies either if you collect the key or it is returned to you. This fee does not apply for returning a key at the end of bookings, unless you require that your key is returned at a specific time.

17. Client confidentiality is something we pride ourselves on and details are not shared outside of the company.

18. Off Lead Permission - Once we have created a bond with your dog/s we may let them off lead if we are confident in their ability to return when called. The only exception to this would be if you have clearly expressed your wishes for your dog to never be let off lead. Dogs may not have off lead walks every walk with us and will regularly have on lead walks to maintain the level of control we achieve with them.

19. It is the client's responsibility to provide a correctly fitted collar (that the dog cannot slip out of) with ID tag attached with the legal requirements clearly stated on the tag for each dog our use (minimum legal requirements are your surname and FULL address, not just house number/name, street name and postcode) Any fines associated with illegal tags or lack off will be reimbursed by the client or paid directly by the owner/client – The client acknowledges this can be up to £5000.00.

20. The Hound Helpers Ltd team are fully insured for public liability, key loss, professional indemnity, and handling of up to 6 dogs and the transportation of small animals (including dogs). We are also Police checked and fully trained in many areas of animal care, handling and training.

I hereby have read and understand points 1-20 as set out in this contract of three numbered pages.

Client Signature:

Client Name:..... Date:.....

Primary Pet Carer Signature:

Primary Pet Carer Name:.....Date:.....

The Primary Pet Carer signs on behalf of Hound Helpers Ltd and Team.

**Please have a signed copy available for your pet carer on the first visit.**