

Terms and Conditions for Pop-in visits and Dog Walking

Emmaz Padz n Pawz provides pop in care for small animals or dogs that have overnight care in place.

1. Booking

- 1.1 Emmaz Padz n Pawz will provide a time interval during which visits will occur as agreed with the client. If an unforeseen situation arises, the time interval may be adjusted.
- 1.2 Dog walking are charged at hourly rates.
- 1.3 Bank Holidays may incur additional fees which you will be advised of at the time of booking.
- 1.4 An in-home consultation is required, prior to booking, for all new clients.
- 1.5 A Booking is confirmed by payment and acceptance of a 50% deposit.
- 1.6 The balance is payable prior to the agreed booking.
- 1.7 Emmaz Padz n Pawz accepts cash/cheque/bank transfer.

2. Cancellations

- 2.1 In the event of cancellations that are notified to us 14 days prior to the start of the booking period, all fees less the non-refundable deposit will be refunded.
- 2.2 Any bookings that are cancelled between 7 days and 48 hours before the start of the booking period will require 50% payment for services.
- 2.3 All bookings cancelled within 48 hours of the booking period will be payable in full.

3. Changes to return date

- 3.1 Emmaz Padz n Pawz carefully schedules time to serve you and other clients', therefore, there are no refunds or credits for early returns or last minute changes to pet care.
- 3.2 In the event that the client is delayed on return, they must inform Emmaz Padz n Pawz immediately and if required, we will use best endeavours to make alternative arrangements for continued cover either with current pet cover your emergency contact.
- 3.3 Late returns will be subject to an additional charge.

4. Aggressive Animals

- 4.1 Emmaz Padz n Pawz will not accept aggressive animals. Dogs must not have a history of having attacked other animals or people/children.
- 4.2 The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the client's pet(s) should bite another animal.
- 4.3 Any dog demonstrating uncontrollable or dangerous behaviour will not be walked. Care will be deferred to the emergency contact. If there are no other pets to care for, the client agrees that the service is then terminated with immediate effect.

5. Health

- 5.1 Pets must be clean and free of ticks, fleas, worms or any form of active contagious illness.
- 5.2 Valid vaccination cards must be shown at the time of booking.
- 5.3 Emmaz Padz n Pawz will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.
- 5.4 In the event of a pet requiring veterinary treatment while under the care of Emmaz Padz n Pawz, the owner will undertake to pay all resulting fees including expenses incurred for each veterinary visit.

6. Insurance and Security

- 6.1 Great care is taken to ensure the security of your home and the best care for your pets.
- 6.2 Emmaz Padz n Pawz has valid public liability insurance, for the peace of mind of its clients.
- 6.3 The insurance covers the duration of the selected service, and for services arranged with the Emmaz Padz n Pawz.
- 6.4 It is the client's responsibility to ensure that the property, its contents and pets are adequately insured throughout the duration of the assignment.
- 6.5 Emmaz Padz n Pawz does not accept liability for other persons who will be in your home prior to, during or immediately after our services have been rendered.
- 6.6 Please inform us at the time of consultation of anyone who may have access to your home whilst our services are being used.
This includes cleaning services, maintenance personnel, friends, family and neighbours.
- 6.7 It is understood that the client will notify anyone with access to the home that the services of Emmaz Padz n Pawz have been engaged.

7. Collars/Leads

- 7.1 Please provide secure collars and leads with appropriate tags for all visits.
- 7.2 Dogs will be walked on leads unless signed agreement has been made for safe free running.

8. Fences and cat flaps

8.1 Emmaz Padz n Pawz does not accept any responsibility or liability for any clients' animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced area. This includes electronic, wood, metal or any other type of fence, or in premises that contain an unlocked cat flap.

9. Household Emergencies

- 9.1 Details of shut off points for services into the property are to be provided on the Home Information Sheet.
- 9.2 In event of a household emergency, your emergency contact will be contacted to arrange any remedial work.

10. Thermostats

- 10.1 Please leave your thermostat settings within a normal comfortable range.
- 10.2 If the house temperature is outside of this range, Emmaz Padz n Pawz will adjust the thermostat to ensure the health and comfort of your pet(s).

11. Pet Waste

- 11.1 Emmaz Padz n Pawz will properly dispose of your pet(s) waste. We do request however, that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed of.
- 11.2 Emmaz Padz n Pawz will clean up after your pets to the best of their ability. Please inform them of the designated area for the appropriate cleaning supplies.
- 11.3 We request that you provide plastic bags, towels, cleaning products, paper towels and bin bags.

12. Unforeseen Purchases

12.1 In the event that additional items need to be purchased in the absence of the client – i.e. pet food, litter, cleaning supplies or other necessary items that contribute to the health and wellbeing of your pet, Emmaz Padz n Pawz will purchase these, retain a receipt and the pet owner is responsible for reimbursement of these items on their return.

13. Inclement Weather

13.1 You will entrust Emmaz Padz n Pawz to use best judgment in caring for your pet(s) and home at the time of inclement weather.

Emmaz Padz n Pawz will try to carry out your instructions to the best of their ability. However, in cases of extreme weather, we will contact you with alternative arrangements.

14. Accompanying Visitors

14.1 Emmaz Padz n Pawz may wish to have a companion to accompany on an assignment at no additional costs to the client.

15. Privacy Policy

- 15.1 All of your information will be kept private and confidential.
- 15.2 Emmaz Padz n Pawz highly respects clients entrusting us with the care of their home and pets.
- 15.3 All of our records will be stored securely.

16. Updates

16.1 Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact details and other pertinent information.

17. Liability

17.1 Emmaz Padz n Pawz shall not be liable to the client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was due to any cause beyond Emmaz Padz n Pawz's reasonable control.

Service Agreement

This signed document is an agreement between Emmaz Padz n Pawz and Client. These conditions and the booking form constitute the entire agreement between the client and Emmaz Padz n Pawz, and supersede any previous agreement between them.

1. I authorise Emmaz Padz n Pawz to carry out pet services as outlined in forms that I have completed and submitted. I agree that all of the completed information sheets and forms provided in association with this documents are true to the best of my knowledge and may be used by Emmaz Padz n Pawz when needed.
2. Emmaz Padz n Pawz reserves the right to terminate this contract at any time, at its sole discretion; likewise, the client may terminate the contract at any time. Notice must be given in writing by either party wishing to terminate the contract.
3. Emmaz Padz n Pawz agrees to provide the services stated in this agreement and supporting documents in a reliable, caring and trustworthy manner. In consideration of these services, and as an express condition there of, the client expressly waives and relinquishes any or all claims against Emmaz Padz n Pawz, except for those arising for proven negligence of Emmaz Padz n Pawz . Accidental death, injury or loss from straying or theft may be covered in the Public Liability Insurance.
4. Emmaz Padz n Pawz will not be liable for injury, disappearance, death or fines of any pet with unsupervised access to the outdoors.

5. Customers will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. Customer agrees to indemnify and hold harmless Emmaz Padz n Pawz in the event of a claim by any person injured by the pet.
 6. It is expressly understood that Emmaz Padz n Pawz should not be held responsible for any damage to the client's property or that of others, caused by the client's pets during the period that they are in its care. Client has advised Emmaz Padz n Pawz of all situations which will relieve it of liability for damage.
 7. Fees are earned upon acceptance of agreement and are due as outlined in attached Policies and Procedures.
 8. I authorise Emmaz Padz n Pawz to obtain any emergency veterinary care that may be necessary during the time spent with my pet. I accept responsibility for any charges related to this emergency care. I authorise Emmaz Padz n Pawz to utilise an alternative veterinarian in the event that my primary veterinarian is unavailable. Every effort will be made to contact the owner prior to emergency care. I agree to reimburse Emmaz Padz n Pawz for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
 9. Emmaz Padz n Pawz accepts no responsibility for security of the premises or loss if other individuals have access to the home before, during or immediately after the term of this agreement.
 10. I confirm that all vaccinations, licences, and any other lawful requirement for this service are current.
 11. In the event of designated pet sitter/dog walker being unable to carry out 'job' due to sickness or unforeseen circumstances another pet sitter/dog walker will be re-assigned to full fill duty as a last minute 'step in'.
- I authorise this contract to be valid approval for all future services so as to permit Emmaz Padz n Pawz to accept my telephone/email reservations and enter my premises without additional signed contracts or written authorisation. My signed booking form constitutes agreement to the aforementioned Policies and Procedures, which are part of this agreement.