

## **Burnham-On-Pets**

### **Terms & Conditions**

1. Burnham-On-Pets agrees to provide dog walking and other applicable pet care services in a reliable, caring and trustworthy manner. In consideration of the services and as an express condition thereof, the client expressly waives and releases Burnham-On-Pets from any and all claims against the company, its owners and representatives, except those arising from negligence or wilful misconduct on the part of Burnham-On-Pets.
2. The client agrees to notify Burnham-On-Pets of any concerns within 24 hours of completion of services.
3. The client agrees to pay all charges accrued for services rendered. The client understands that payment is due at, or within 24 hours of commencement of services.
4. Burnham-On-Pets reserves the right to adapt services for bitches in season or pregnant.
5. The client accepts that even though their dog is vaccinated against Kennel Cough, there is a chance their dog can still contract it. The client agrees that they will not hold Burnham-On-Pets responsible if their dog contracts Kennel Cough.
6. The client agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious infections or otherwise communicable diseases and that flea & worm treatments are up to date. The client further agrees to notify Burnham-On-Pets immediately of any infectious and / or contagious disease or conditions their dog has been exposed to or affected by.
7. Burnham-On-Pets offer services where dogs socialise in groups and the client accepts that during the course of normal dog play, their dog may sustain injuries. All dog play is carefully monitored but injuries may occur despite the best supervision.
8. Burnham-On-Pets shall exercise all precautions against sickness, injury, escape, loss, accidents or death of a client's pet(s) and cannot be held liable for such events either inside or outside of the home whilst in our care.
9. Should a pet become injured or sick whilst in our care, Burnham-On-Pets will notify the client as soon as possible and seek advice from the vet listed on the completed client form. The client is responsible for the full cost of treatment for any injuries or illness that their pet sustains while under the care of Burnham-On-Pets, together with any associated costs, e.g. call out charges.
10. The client accepts responsibility for all expenses resulting from an injury to other persons or other animal(s) caused by the client's pet(s) or negligent act.
11. The client agrees to indemnify, hold harmless and defend Burnham-On-Pets in the event of a claim by any person injured or otherwise damaged by the client's pet(s) or negligent act.
12. The client agrees that Burnham-On-Pets is not responsible for any lost, stolen or damaged equipment left with their dog.
13. The client agrees to ensure that their dog has not eaten in the hour before pick up by Burnham-On-Pets to make sure there is sufficient time to digest food before any exercise or play.
14. Burnham-On-Pets reserves the right to charge a cancellation fee of 100% of the scheduled visits for services cancelled with less than 24 hours' notice, prior to the scheduled service.
15. Burnham-On-Pets reserves the right to terminate services at any time if Burnham-On-Pets, at their discretion, determines that the client's pet(s) pose a danger to the health and safety of itself, other pets, other people or those operating within the business.

16. Burnham-On-Pets reserves the right to refuse service to any client, at any time, for any reason.
17. This document gives Burnham-On-Pets and its representatives, authorisation to enter the client's listed address as needed to perform agreed upon services.
18. The client agrees to properly secure the home prior to leaving the premises. Burnham-On-Pets will re-secure the home to the best of its ability at the end of each visit.
19. The client expressly gives Burnham-On-Pets the authority to employ a locksmith on their behalf and to promptly reimburse Burnham-On-Pets for all costs incurred in the event of a malfunction of the lock or keys.
20. Burnham-On-Pets is not liable for any loss or damage in the event of a burglary or other crime that should occur whilst under this contract.
21. In the case of an emergency, inclement weather, or a natural disaster, the client authorises Burnham-On-Pets to use reasonable judgement of the care and wellbeing of the client's pet(s) and residence. Burnham-On-Pets will make reasonable efforts to maintain service during these conditions but reserves the right to adjust the schedule of service based on their sole discretion.
22. Burnham-On-Pets is not responsible for any damages beyond their control.
23. The client is responsible for supplying the necessary equipment and supplies needed for the care of their pet(s).
24. The terms of this document apply to all pets owned by the client, including any and all new pets that the client obtains on or after the date the client form is signed.