

Terms & Conditions



Amanda's Ark
Pet Care

Dog Walking Agreement

Your Booking

- 1.1** Bookings are subject to these Terms and Conditions. Variation to the Terms and Conditions may be made from time to time and will be posted on our website.
- 1.2** We will treat your personal information confidentially and will not pass on your details to any third parties other than any Amanda's Ark Carers.
- 1.3** Information given in the initial registration form will be used for all subsequent bookings unless we are notified that there has been a change in your contact details/address/pet's condition or requirements.
- 1.4** Our charges are set out on our website and will be set out to you in full at the time of booking. You will be deemed to have accepted our charges upon confirmation of your booking.
- 1.5** If our charges are not paid within 10 days of the invoice we reserve the right to charge an administration fee of £10 per month until the unpaid charges have been settled.
- 1.6** Please note that Amanda's Ark do not accept debit or credit cards and will expect payment either in cash or by bank transfer.

Terms Of Agreement

- 2.1** Amanda's Ark will collect and walk the dog for an hour, on the agreed days from the customer's address, unless advised otherwise.
- 2.2** Amanda's Ark reserves the right to walk other dogs at the same time, but the total number of dogs walked with one person at one time will not exceed.
- 2.3** The Customer will either ensure that access is given to Amanda's Ark to collect the Dog from the agreed address at the agreed times or give Amanda's Ark a key to the place where the Dog is kept. Amanda's Ark will use the key to collect and return the Dog and for no other purpose and will keep it safe, not let anyone else have it, not copy it and will return it to the Customer on demand.
- 2.4** Access to your property must be straight forward i.e. keys should open doors easily or gates should be easy to open. If access to the property cannot be gained, even after making every reasonable effort you will still be charged for the walk.



07840 214 613 01473 333 493
amanda@amandasark.co.uk
www.amandasark.co.uk

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- 2.5** Where a dog flap is fitted, it is the owner's sole responsibility to ensure that the garden and its fences are secure. It is not Amanda's Ark responsibility to check this before leaving your dog following a walk.
- 2.6** The Customer will supply suitable collars or harnesses and leads [and when necessary muzzles] for the Dog and any coats or other accessories which the Customer wishes to be used. Further, I understand that my obligations under the control of dogs order 1992 states that my dog(s) must wear a collar and an identity tag in a public place. The identity tag must show the name and address of the owner. Amanda's Ark will attach a named clip collar to your dog for the duration of the walk.
- 2.7** The Customer will inform Amanda's Ark fully of any characteristics of the Dog which needs to be known for handling and care of the Dog. I further understand and agree in admitting my dog that Amanda's Ark has relied on my representation that my dog is in good health and has not harmed or shown aggression or undue threatening behaviour toward any person or any other dog.
- 2.8** I further agree to notify Amanda's Ark of any unwelcome, aggressive, procreative, or dangerous behaviour of my dog that has potential to cause harm to any other pet or individual.
- 3.0** All dogs being walked will undergo a trial period to ensure that they are adequately trained and socialised. Amanda's Ark reserves the right to cancel the contract at any time & with immediate effect if the dog does not respond well to the walker and/or other dogs.
- 3.1** Amanda's Ark will inform the Customer of any incident or anything which Amanda's Ark notices about the Dog, which as dog owners the Customer ought to know.
- 3.2** The walker will apply personal judgment and cut short a walk if necessary because of extreme weather conditions (i.e., heat, thunder storms) for the safety of both the dogs and the walker.
- 3.3** Amanda's Ark will provide this service either personally or by a person appointed by or working under the Provider's instructions. You will always be notified of this.
- 3.4** Amanda's Ark holds insurance in respect of public liability, care custody control extension (liability to animals) and loss of keys.
- 3.5** Amanda's Ark, will take care so far as is practicable both that the dog is not a nuisance or danger to anyone, or any other animals, and itself. However, we cannot be held responsible for any loss, accident, injury or death caused to any animal whilst in our care.



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- 3.6** I accept that other dogs may be walking as well as my own and that such a setting is not without risk of some injury to my dog. All dog play is carefully monitored by Amanda's Ark to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision. I the customer, am responsible for the medical treatment of any injuries or illness that my dog receives whilst at Amanda's Ark and I further agree to pay all veterinarian care and costs that may arise as a result of the injury or illness. I shall pay such costs as a reimbursement immediately upon collection of the dog or when the service day has been completed.
- 3.8** You agree that if your dog attacks, or is involved in a fight with, another dog (and/or person) causing injury to that dog (and/or person), you will be responsible for any losses incurred as a result including, but not limited to, payment of veterinary fees in respect of injuries to another animal caused by your dog. We recommend but do not insist that your dog be insured against sickness, accident or injury and for third party liability.
- 3.9** The customer confirms that the dog's immunisations, flea and worm treatments are up-to-date.
- 3.10** The Customer will provide Amanda's Ark with contact details of its vet. In case of need Amanda's Ark is authorised to refer the Dog to the named (or in emergency any other) vet for advice or treatment at the Customer's expense. The Customer undertakes to reimburse to Amanda's Ark all expenses incurred under this clause.
- 4.0** I allow my pet to be photographed, videotaped, and/or used in any media or advertising without prior approval by me. All such photographs, etc. are the property of Amanda's Ark.
- 4.1** Bank holidays are charged at double time, with the exception of Christmas Day, Boxing Day and New Year's day where price is on application.
- 4.2** If you have a regular dog walking service you must give at least 24 hours' notice, to cancel or you will be charged in full.



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I hereby authorise my dog to participate in Off Lead Walking.

Signature Date

If agreeing to Off Lead Walking above: - I furthermore wish for my dog to be allowed off lead when in a safe environment to do so, away from roads and I understand that Amanda's Ark will have less control over my dog/s actions. I therefore accept full liability for any damage caused to or by my dog. I take responsibility for any disappearance of my dog and full actions of my dog whilst off lead. (Please do NOT sign this section if you wish for your dog to stay on a lead or has poor recall)

Signature Date

The customer: I further understand and agree that each and every of the foregoing provisions in paragraphs above shall be in force and effect and shall apply to each and every occasion on which I deposit my dog with Amanda's Ark; and that this agreement shall remain in full force and effect as between the parties until and unless otherwise cancelled or superseded by writing signed by the parties. I certify that I have read and understand the terms and conditions set forth and accept all terms, conditions, and statements of this agreement.

Name of owner & dog (PLEASE PRINT)

Signature of Owner Date



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