

TERMS AND CONDITIONS

**1. Relationship and Responsibilities**

1.1. It is expressly understood that the Owner retains the services of Pet Angels as an Independent Contractor and not as an employee. Pet Angels shall be responsible for their own insurance and all statutory declarations and payments with regard to income tax and social security.

1.2. Pet Angels undertakes to perform the agreed-on services in an attentive, reliable and caring manner and the Owner undertakes to provide all necessary information to assist in this performance.

1.3. Pet Angels undertakes to notify the Owner of any occurrence pertaining to the pet which may be relevant to the care and well-being of the pet.

1.4. Pet Angels shall not be obliged to perform any other duties except those specified on the Dog Walking Information sheet or Home Visit Information sheet.

Dog Walking:

1.5. Pet Angels will supply poo bags and will duly remove the dog's faeces from all public places.

1.6. Pet Angels reserves the right to walk other compatible dogs at the same time (unless individual walks have been specified by the Owner) but undertakes to limit the number of dogs walked with one person to 6 (six).

1.7. The Owner will provide suitable harnesses, collars and leads as approved by Pet Angels as well as coats or muzzles if required.

Home Visits:

1.8. The Owner will provide food, cat litter, bedding and cleaning materials as required.

**2. Payment**

2.1. Pet Angels shall invoice the Owner for services at the end of each week for dog walking and pet taxi services or at the end of the agreed period for home visits.

2.2. The Owner agrees to pay the fees within 7 days of the invoice date.

**3. Cancellation of Services**

3.1. Pet Angels will give a minimum of 24 hours’ notice if they are unable to carry out services previously agreed upon.

3.2. Cancellation by the Owner of services with less than 24 hours' notice may be charged at the full rate.

3.3. Where Pet Angels needs to cancel a scheduled walk or home visit with less than 24 hours’ notice due to unforeseen circumstances, they may appoint a substitute Walker/Pet Sitter with the written approval of the Owner and any difference in the fees charged shall be for the account of Pet Angels.

3.4 Where Pet Angels needs to cancel a walk with less than 24 hours’ notice due to extreme weather conditions a home visit will be conducted to allow your dog(s) to go to the toilet and have some company.

3.5. Should any pet become aggressive or dangerous, Pet Angels may terminate services with immediate effect.

3.6. Any wrongful or misleading information in the Dog Walking Information or Home Visits Information sheets may be grounds for instant termination of services.

3.7. Termination under the circumstances described in 3.5 or 3.6 above shall not entitle the Owner to any refunds nor relief of any outstanding payments due.

**4. Liability**

4.1. Pet Angels will carry liability insurance relative to the services performed for the Owner. A copy of the insurance policy has been made available to the Owner and the Owner acknowledges that he/she is familiar with its content.

4.2. Pet Angels accepts no liability for any breach of security or loss of or damage to the Owner's property if any other person has access to the property during the term of this agreement.

4.3. Pet Angels shall not be liable for any loss of or mishap of whatsoever nature which may befall a pet, or is caused by a pet, who has unsupervised access to the outdoors.

4.4 The Owner shall be liable for all costs incurred as a result of damage or injury to property or to a third party caused by the pet, including damage to the Owner's property.

4.5. The Owner shall be liable for all medical expenses and damages resulting from an injury to Pet Angels’ staff caused by the pet.

**5. Emergencies**

5.1 In the event of an emergency, Pet Angels shall contact the Owner at the numbers provided to confirm the Owner's choice of action. If the Owner cannot be reached timeously the Emergency Contact will be contacted.

5.2 If neither the Owner nor the Emergency Contact can be reached timeously, Pet Angels is authorised to:

i. Transport the pet(s) to the listed veterinarian;

ii. Request on-site treatment from a veterinarian and give permission for any treatment required, including surgery but excluding euthanasia;

iii. Transport the pet(s) to an emergency clinic if the previous two options are not feasible.

5.3 The Owner accepts full responsibility for all fees and charges incurred in the treatment of their pets.

5.4 In the event that an animal with unsupervised access to the outdoors (e.g. cats with access to a cat flap) goes missing during the period during which home visits are being carried out, Pet Angels will inform the Owner or Emergency Contact and the relevant authorities and will continue the home visits for the agreed period of time.

**6. Security**

Pet Angels warrants to keep safe and confidential all keys, remote control entry devices, access codes and personal information of the Owner and to return same to the Owner at the end of the contract period or immediately upon demand.

I accept the services of Pet Angels in accordance with the Terms and Conditions set out above.

Client’s Signature………………………………………………….. ………………………

Print name …………………………………………………………………………………..

Date ………………………

Pet Angels agree to provide services to the above named client in accordance with the Terms and Conditions set out above and with the information provided in the Dog Walking or Home Visits Information Sheet.

Pet Angel’s Staff Member’s Signature …………………………………………………….

Print name …………………………………………………………………………………….

Date …………………………