

# Terms & Conditions

## Medications and Care

As a pet sitter, my role is to provide safe, reliable care and follow your pet's usual routines. **I am not a behaviourist or trainer**, and I cannot assess, diagnose, or modify behavioural issues. Because of this, it's important that you share any behavioural history, including quirks, worries, reactivity, or past incidents, so I can keep visits safe, calm, and comfortable for your pet.

I cannot administer injections, including insulin for diabetic pets. I can administer other types of medication such as oral medicines, pills, topical creams, and inhalers.

Owners must complete a Client Information Form detailing the medication name, dose, route, and the times it should be given. All medication must be in date. Please discuss any medication queries with me before booking.

All services are provided in accordance with the welfare principles of the Animal Welfare Act 2006, Dangerous Dogs Act 1991, and The Control of Dogs Act 1992.

Due to my size, I am unable to walk large dogs; however, I will consider older, less energetic large breeds.

If I observe signs of parasites or illness during a visit, I may adapt the care plan for safety. This may include adjusting activities, limiting outdoor access, or contacting the owner or veterinary practice if needed.

I am not liable for illnesses, infections, or infestations (including fleas, ticks, worms, mites, or other parasites) that arise due to a lack of preventative care. Owners are responsible for ensuring their pets are up-to-date with routine flea, tick, and worming treatments, and any recommended vaccinations.

All visits are drop-in only; I do not offer overnight stays.  
I do not offer boarding in my own home.

## Visit Duration Policy

Long visits are offered as one continuous block of time and cannot be divided into multiple shorter visits within the same day.

If any concerns arise during a visit, I will contact you straight away. If needed, I may also seek advice from your registered veterinary practice to ensure your pet's safety.

## Payments

Payment is due in advance, or on the first day of service. Holiday bookings require a non-refundable 25% deposit to secure the slot.

Regular bookings cancelled more than 2 days before the start date receive a 50% refund.

Cancellations made within 2 days of the booking are non-refundable.

If payment isn't received by the agreed time, the booking will not be held.

## Keys

Where possible, keys will be collected and returned in person.

All keys are stored securely and labelled with a pet reference only — never your name or address.

Keys are never copied, shared, or left in unsecured places.

Clients are responsible for ensuring that all keys provided work correctly.

If you prefer to leave a key in an agreed location (such as under a mat or in an outdoor safe place), this must be confirmed in writing.

Please note that in these cases, responsibility for security remains with the client.

### **Safety & Liability**

To provide the best care, it's important that I have full and accurate information about your pet.

This includes:

- Medical conditions or injuries
- Behavioural details (including aggression or escape tendencies)
- Medication instructions
- Veterinary contact details
- Dietary requirements

I will always follow the owner's instructions unless doing so would compromise safety.

### **I cannot accept responsibility for:**

- Issues caused by missing or incorrect information
- Injury or damage resulting from faulty equipment provided (e.g., leads, fencing, carriers, muzzles)
- Delays or missed visits due to circumstances outside of my control (such as severe weather or emergencies)
- Undisclosed behavioural or medical issues that affect the safety of the visit
- I reserve the right to refuse or stop a service if a pet poses a risk to myself or others.
- If I need to contact your veterinary practice, any fees charged by the vet will be the owner's responsibility.
- Owners remain responsible for any costs arising from their pet's behaviour or health issues.
- I am not responsible for any damage caused by your pet to your home, property, or belongings during my visits.

### **Home Environment & Access**

Owners are responsible for ensuring the home environment is safe for me to enter and work in. I am not liable for hazards within the home (e.g., broken steps, unsecured gardens, unsafe flooring, loose dogs in shared spaces).

If I believe the environment is unsafe, I may refuse entry or terminate the visit.

Owners must ensure enclosures, hutches, cages, coops, or indoor setups are safe, secure, and escape-proof.

Instructions for locking, shutting in, or securing animals at night must be clearly provided. The sitter is not responsible for structural failures of enclosures or pre-existing hazards.

### **Outdoor Roaming Cats**

Owners must disclose whether their cat is strictly indoors or allowed to roam outdoors. I am unable to take responsibility for any incidents that may occur when a cat is allowed to roam outdoors. By submitting this agreement, you confirm that your cat is permitted outside and that you understand and accept the risks that naturally come with outdoor access.

### **Predator-Related Incidents**

The owner understands that poultry and small animals are naturally vulnerable to predators such as foxes, badgers, stoats, birds of prey, neighbourhood dogs, and other wildlife. The provider will follow all owner-given instructions regarding shutting in, locking up, or securing animals at night. However, the provider cannot accept liability for injury, escape, or death resulting from predator attacks, including incidents caused by:

- Insecure or faulty housing
- gaps, weaknesses, or structural failures in coops, hutches, cages, or runs

- owner-provided routines that leave animals outdoors or unsupervised
- pre-existing predator activity around the property
- environmental factors outside the sitter's control

The owner is responsible for ensuring all housing, fencing, and nighttime security measures are safe, functional, and appropriate for their animals.

### **Multi-Dog & Multi-Pet Households**

To ensure the safety of all pets in my care, the following conditions apply to multi-pet bookings:

- Owners must fully disclose all behavioural history, including jealousy, resource guarding, disagreements, scraps, or fights between pets in the household.
- Pets must be safe together in shared spaces. If any separation is required (during feeding, play, garden time, enrichment, or attention), this must be disclosed before booking.
- I will not accept bookings for pets with a known history of serious fights, repeated aggression, or behaviour that poses a risk to myself or other animals.
- If behavioural concerns arise during a booking, I may separate pets, adjust routines, or end the visit early if necessary for safety.
- Owners must provide clear instructions for managing multi-pet households, including any triggers, separation routines, or supervision requirements.
- I reserve the right to refuse or terminate services if pets display unsafe behaviour or if essential behavioural information has not been disclosed.
- In the event of a fight or emergency, I may use any necessary technique to prevent injury to myself or the animals.
- If behavioural information is not fully disclosed, I may terminate the booking immediately and future services may be refused.
- Safety overrides owner instructions. If an instruction compromises safety, I will adapt the routine accordingly.

### **Collar & Identification Requirements for Dogs**

For safety, ALL dogs must wear a secure, well-fitted collar during walks and visits. Collars may be removed at the end of the visit if required for the dog's comfort or safety before I leave.

Owners are responsible for ensuring that collars are in good condition, fit correctly, and comply with local identification requirements.

If a dog doesn't have a suitable collar with a tag, I may be unable to complete the walk or visit safely.

### **Body Camera Use**

For safety, welfare, and accurate record-keeping, I may use a body-worn camera during visits.

The camera is used solely for safety purposes, including documenting incidents, monitoring multi-pet interactions, and ensuring transparency in situations where behavioural concerns may arise.

Footage is stored securely, is not shared unless required for safety or legal reasons, and is automatically deleted after a short retention period.

By booking services, you consent to the use of a body-worn camera during visits.

### **Your Responsibilities**

As the owner, you agree to:

- Provide accurate information about your pet
- Supply all necessary food, medication, and equipment and ensure the home and garden is secure.
- Inform me of any changes before or during the booking

- Ensure pets are microchipped (legal requirement for dogs and cats)
- Provide preventative care, including flea, tick, worming treatments and any recommended vaccinations.

**Data Protection**

Your information is kept safe and secure.

- Active client records are stored on a password-protected device
- When no longer needed, records are permanently deleted
- Unused records are kept for no longer than one year
- Information is never shared except when necessary for safety reasons (e.g., contacting your vet)

**All new clients are required to complete a Client Information Form and sign an Agreement confirming acceptance of these Terms and Conditions. Services will only be provided once documents have been fully completed and returned.**