



Terms & Conditions (Home Boarding)

1. These terms

- 1.1. **What these terms cover.** These are the terms and conditions on which we supply services to you.
- 1.2. **Why you should read them.** Please read these terms carefully before you submit your booking to us. These terms tell you who we are, how we will provide services to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms or they require any changes, please contact us to discuss.

2. Information about us and how to contact us

- 2.1. **Who we are.** I am Chloe Paice, a sole trader with business name Hike with Hunter. My registered office is at 1 Fryleigh Cottages, Snower Hill Road, Betchworth, Surrey, RH3 7AF.
- 2.2. **How to contact me.** You can contact me by telephoning 07340 588396, by emailing me at info@hikewithhunter.co.uk or by sending me a letter at 1 Fryleigh Cottages, Snower Hill Road, Betchworth, Surrey, RH3 7AF.
- 2.3. **How I may contact you.** If I have to contact you, I will do so by telephone or by writing to you at the email address or postal address you provided to me in your order.
- 2.4. **"Writing" includes emails.** When I use the words "writing" or "written" in these terms, this includes emails.

3. Services

- 3.1. **Service provider:** pet care service provider, **Hike With Hunter.**
- 3.2. **Services:** Home Boarding, which includes home day care, pet drop-ins and dog walking.

4. My contract with you

- 4.1. **How to make a booking:** An initial booking shall be made by completing a Booking Form, which is available upon request.
- 4.2. **How I will accept booking:** a booking confirmation email is then issued by the Service Provider to confirm your order has been accepted. Bookings may be accepted up to the evening before service begins



Terms & Conditions (Home Boarding)

4.3. **Costs**

- a. All services are charged as quoted.
- b. Bank Holidays, Christmas, New Year and Easter may incur additional fees which you will be advised of at the time of booking.

4.4. **Payment:**

- a. Full payment for services (agreed at time of booking) can be made by cash/ BAC Transfers.
- b. If payment is not made in accordance with these terms your Service Provider will not be obliged to honour any future booking arrangements.
- c. Where payment is not received in accordance with these terms and conditions of business, the Service Provider reserves the right not to proceed with any previously agreed arrangements.
- d. **Home Boarding**
 - a. To confirm a booking, 25% of the total booking cost as a non-refundable booking fee, must be received by us.
 - b. The balance of fees arising must be received by us 14 days prior to the commencement of services.
 - c. All fees are payable prior to the commencement of services. For the avoidance of doubt, no prepayment, no service.
- e. **Pet Drop-In Services**
 - a. Full payment for services are to be made by bank transfer or cash upon receipt of invoice at the end of each Calander month.
- f. **Dog walking services**
 - a. For dog walking customers who require guaranteed availability (our own holidays and any family crisis excluded), we require a pre-commitment from our customers to specific day(s) of the week or minimum days per month.
 - b. Full payment for services are to be made by bank transfer upon receipt of invoice at the end of each calendar month.
 - c. For 'ad hoc' dog walking customers, but this is subject to availability (our own holidays and any family crisis excluded), payment must be made in full, by the day of service.
- g. We reserve the right to seek payment in full for any outstanding sums through the Small Claims Court.



Terms & Conditions (Home Boarding)

- 4.5. **Bookings we do not accept:** We do not accept bookings for:
- aggressive, unruly or destructive animals;
 - dogs registered under the Dangerous Dogs Act 1991;
 - dog hybrids registered under the Dangerous Wild Animals Act 1976 (eg, Wolf Hybrids).
 - bitches in-season. If your bitch comes into season whilst in our care, if you or your local emergency contact are not able to immediately collect your dog, we will arrange for your dog to be placed into local kennels for the duration of your booking period, and at your additional expense.
- 4.6. **If we cannot accept your booking:** If we are unable to accept your order, we will inform you of this and will not charge you for the services.
- 4.7. **We only provide services to the UK.** Our website and Facebook page are solely for the promotion of our services in the UK. Unfortunately, we do not operate outside the UK.

5. Juvenile dogs

- 5.1. If your dog(s) is under 1 year of age, you consent that where possible your pet(s) will be given the opportunity to have
- supervised interaction with the world around them including people, children and other dogs to assist with their socialisation and emotional growth;
 - time to explore the environment and be kept entertained with various enrichment activities; and
 - all training be force free and positively rewarding.
- 5.2. Please note that we are not providing a dog training or behaviourist service, but we will endeavour to build on your pet's positive interactions and engagements.
- 5.3. Dogs under a year old will only board or have day care with other young dogs that can cope with puppy play. Rest time even if that means separating dogs will take place. In the event of any sign of illness, the puppy will be separated, and we will contact you and the vet.
- 5.4. Your puppy will be walked for an appropriate time for their age and development, as a rough guide, that is 5 minutes for every month of age (up to 12 months), twice



Terms & Conditions (Home Boarding)

a day.

6. Aggressive Animals

- 6.1. The Service Provider will not accept or board aggressive animals or unruly / destructive dogs.
- 6.2. The Client acknowledges that the Service Provider does not accept bookings for aggressive or unruly pets and 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 or individual.
- 6.3. The Client agrees that if their pet attacks another animal or person, including any representative of the Service Provider, and this results in injury to that animal or person, the Client will be responsible for any expense incurred as a result. This includes payment of veterinary fees incurred as a result of injuries to another animal. The pet(s) will be removed with immediate effect and placed with the emergency contact or boarding kennel until the Client returns, and no refund will be due but the Client will be liable for all charges arising from subsequent kennel accommodation in addition to the Service Provider.
- 6.4. The Client agrees that in booking a service for their pet(s) that they have represented that the pet(s) have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the Client agrees to contact the Service Provider as soon as possible if any of these behavioural changes presents itself or if their pet has the potential to cause harm to any individual or pet(s).



Terms & Conditions (Home Boarding)

7. Your rights to make changes

- 7.1. If you wish to make a change to the services please contact us. We will let you know if the change is possible. If it is possible, we will let you know about any changes to the price of the services, their timing or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

8. Our right to make changes

- 8.1. **Minor changes to the services.** We may change the services:
- to reflect changes in relevant laws and regulatory requirements; and
 - to implement minor technical adjustments and improvements, for example to address a security threat. These changes should not materially affect your use of the services.
- 8.2. **More significant changes to the services and these terms.** In addition, we may make the following changes to these terms or the services, but if we do so we will notify you and you may then contact us to end the contract and receive a full refund before the changes take effect:
- Cease to provide home boarding services.

9. Providing the services

- 9.1. **When the services can begin:** The Services can only begin after:
- all the necessary forms have been completed;
 - copies of vaccination cards and details of any medical treatment have been provided;
 - any 'Meet & Greet' and trial have been successfully undertaken to mutual satisfaction; and
 - payment has made in accordance with the price quoted.
- a. The Client agrees to provide full and honest information to the Service Provider about their pet(s) including all medical and behavioural information. Behaviour by the Client's pet which may negatively impact the Service Provider, family, staff, the pets in the Service Provider's care, and neighbours will not be accepted. These include but are not limited to excessive barking or anti-social behaviour, aggression towards any humans or animals, toileting in the home, separation anxiety, howling, barking, destructive behaviour, straying and phobias.



Terms & Conditions (Home Boarding)

- 9.2. A **mandatory** 'familiarisation/trial' for a pet is required prior to the commencement of any new Client booking. The Service Provider will contact the Client on acceptance of a booking to arrange an initial 'Meet & Greet' time and date (at no additional cost). Any Home Boarding or Home Day Care new Client booking will also come with a full overnight or day trial at a cost to the Client of the full boarding price.
- 9.3. **Updates:** The Client commits to inform the Service Provider of any changes regarding your pet's health or behaviour, contact numbers, your pet's care needs, your emergency contact details and other pertinent information.
- 9.4. The Service Provider reserves the right to post videos or photos of the pets in its care in support of its business activities via social media business pages or its website unless specifically requested not to do so by the Client. See consents form.
- 9.5. **We are not responsible for delays outside our control.** If our performance of the services is affected by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any services you have paid for but not received.
- 9.6. **If you do not allow us access to provide services.** If you have asked us to provide the services to you at your property, and you do not allow us access to your property as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your property we may end the contract (as per clause 17.1, 17.2 & 17.3 will apply).
- 9.7. **What will happen if you do not provide required information to us.** We will need certain information from you, please see 9.1, so that we can provide the services to you. We will contact you to ask for this information. If you do not, within a reasonable time of us asking for it, provide us with this information, or you provide us with incomplete or incorrect information, we may either end the contract (see clause 17.1) or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for providing the services late or not providing any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.
- 9.8. **Reasons we may suspend the services.** We may have to suspend the services to:



Terms & Conditions (Home Boarding)

- a. deal with technical problems or make minor technical changes;
- b. update the services to reflect changes in relevant laws and regulatory requirements; and/or
- c. make changes to the services as requested by you or notified by us to you.

- 9.9. **We may also suspend the services if you do not pay.** If you do not pay us for the services when you are supposed to (see clause 19.3) we may suspend supply of the Services until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the Services. We will not charge you for the services during the period for which they are suspended. As well as suspending the services we can also charge you interest on your overdue payments (see clause 19.4).

10. Abandonment

- 10.1. If your pet(s) is not collected within two days of the agreed collection date, and where there has been no contact from you, the Client or your emergency contact, your pet(s) will be assumed abandoned, and any necessary arrangements made.

11. Exercise, wellbeing and enrichment

- 11.1. Exercise and enrichment activities take place for all pets in the care of the Service Provider and in signing this contract you will also be asked to sign and consent to a series of specific activities for your pet, unless we are specifically requested otherwise due to medical reasons.
- 11.2. Should your pet become sick/inured or subject to any infectious disease due to the exercise, wellbeing or enrichment activities, we will seek immediate advice from the Client's vet. Should the vet be unavailable, or in case of an emergency situation, the Client consents to the Service Provider seeking treatment at their own vet.

12. Duty of Care

- 12.1. In caring for your pet(s), your Service Provider has specific legal responsibilities and a duty of care under the Animal Welfare Act 2006.



Terms & Conditions (Home Boarding)

- 12.2. A change in a pet's routine and circumstances can cause varying degrees of distress and unpredictable or abnormal behaviour, particularly if their owner is on holiday, pets have no concept or ability to understand that their owner's absence is temporary, and they will be coming back. Your Service Provider understands this and will offer comfort and reassurance whilst trying, as far as is practically possible to maintain your pet's normal daily routines.
- 12.3. In the event of extreme situations which may have an adverse effect on the Client's pet e.g., fireworks, heat, thunderstorms or snow, the Service Provider shall in their sole discretion take whatever action they consider necessary, including not carrying out scheduled exercise until it is, in their opinion, safe for the welfare of your pet.

13. Necessities

- 13.1. The Service Provider will properly dispose of the Client's pet(s) waste.
- 13.2. Where appropriate, the Client shall provide sufficient food, litter and any treats for their pet(s) for the duration of the Service.
- 13.3. Where appropriate, the Client shall provide secure collars and/or harnesses with the owner's name/address tag affixed and leads for their pet(s). It is a legal requirement under the Control of Dogs Order 1992 for a dog to be identified as such, along with the requirement for a dog to be microchipped.
- In the event of a dog being presented without an ID tag on a collar or harness, the Service Provider will be unable to fulfil its service requirement, but the cost will still arise.
 - The Service Provider will also place an additional ID tag on the pet's collar and harness.
 - The Client's dog(s) must be microchipped and the microchip database up to date with the pet's current home address.
- 13.4. **Medicines**
- It shall be the sole responsibility of the Client to ensure the Service Provider is fully aware of any health issues the pet is experiencing or has suffered in the past. The Service Provider cannot be held liable for any actions or omissions which result in problems or complications for anything not disclosed.



Terms & Conditions (Home Boarding)

- b. The Service Provider shall follow instruction given on the Booking Form and the Medication Instructions Form but cannot be held liable for any complications which may arise.
- 13.5. The Client commits to handover their pet in a clean and, to the best of their knowledge, in a healthy state.
- 13.6. **Vaccinations and parasite treatments**
- a. All pets must be fully up to date with their annual vaccinations or boosters.
- b. An up-to-date veterinary vaccination record must be produced prior to the commencement of our services to ensure that your pet has current vaccinations against Canine Parvovirus, Canine Distemper, Canine Adenovirus/Infectious Canine Hepatitis, Leptospirosis, and other relevant diseases.
- c. Primary vaccination courses must be completed at least 2 weeks before the commencement of services. Vaccines used must be licensed for use in the UK. Homoeopathic vaccinations are not acceptable. Titre tests are not accepted.
- d. Pets must have been appropriately treated for external and internal parasites (typically for fleas and worming) in accordance with veterinary advice. If there is evidence of external parasites (*fleas, ticks, lice*) the pet must be treated with an appropriate product authorised by the Veterinary Medicines Directorate and licensed for use on animals in the UK. Treatment must be discussed with a veterinarian before administering. Evidence of such treatments by your veterinarian will be required before any service can commence.
- e. **The Service Provider requires a copy of a valid vaccination certificate for the Client's pet(s) prior to the commencement of any service. There are no exceptions to this requirement.**
- f. If the Service Provider (or any member of their staff or household, including any family dog) is bitten or exposed to any disease or ailment received from the Client's pet(s) which has not been properly or currently vaccinated, the Client will be responsible for all costs and damages that may be incurred as a result.
- 13.7. **Emergency**
- a. Emergency contact details must be provided on the Client's booking form should a situation with your pet arise and the Client is unavailable.
- b. The emergency contact **needs to be an independent person** (ie. if the Client is away on holiday, the emergency contact must NOT be a member of the



Terms & Conditions (Home Boarding)

- Client's holiday party) and must be authorised to make a decision on the Client's behalf if such needs arise.
- c. The emergency contact will be asked to take over care for the pet(s) in the event of an emergency, eg a dog coming into season, or if the Client's dog displayed behaviour which meant they can no longer be cared for. These behaviours can be, but not limited to, aggression, separation anxiety, anti-social behaviour, toileting or destructive behaviour. Refunds will not be given under these circumstances. Please seek permission for your emergency contact to be nominated.
 - d. If an emergency, medical or otherwise arises, your Service Provider will make every effort to contact you, the Client, and your emergency contact to inform you of such a development.

14. Sick or injured pets

- 14.1. If your pet is taken sick or injured, the Service Provider will notify the Client at the earliest convenience using whatever method is available to take instructions or guidance.
 - a. In the event of the Service Provider not being able to contact the Client, their emergency contact will be contacted. In an emergency situation, the Service Provider shall, if in its own opinion the pet needs veterinary attention/treatment/opinion the Service Provider shall make arrangements as necessary, in the best interest of the pet. Any veterinary bills shall be directly chargeable to the Client, unless the service provider is to be found negligent.
- 14.2. In the event of a pet having a contagious illness or disease which has not been disclosed, the Client may be liable for the costs of treatment given to other animals which become infected.

15. Unforeseen Purchases

- 15.1. In the event that additional items need to be purchased in the absence of the Client - i.e., pet food, or other necessary items that contribute to the health and wellbeing of your pet(s), the Service Provider will purchase these, retain a receipt and the Client is responsible for reimbursement of these items.
- 15.2. If your pet(s) chews or destroys its bedding, it will be replaced with an alternative at your additional expense. A receipt will be provided.



Terms & Conditions (Home Boarding)

16. Your rights to end the contract

- 16.1. **You can end the contract before the services have been supplied.** You may contact us at any time to end the contract for the services, but in some circumstances, we may charge you certain sums for doing so, as described below.
- 16.2. **Home Boarding**
- You must notify the service provider with 14 days' notice prior to the agreed start date of the Home Boarding, that you no longer require the Services.
 - If you give more than 14 days' notice of the cancellation, all fees received less the non-refundable booking fee will be refunded, or held over for subsequent bookings, as mutually agreed.
 - Any booking cancelled less than 14 days prior to the start of the booking commencement period will be payable in full.
 - For Home Boarding services, many travel insurance policies can cover you for the cancellation of pet care services as well as cancellation of your main travels costs. We advise you to check your policy and we are happy to provide an invoice to support your claim.
- 16.3. **Pet Drop-Ins**
- If you need to cancel, at least 48 hours' notice prior to the start date of the booked service must be provided to the Service Provider.
 - If at least 48 hours' notice has been given, all fees received less the non-refundable booking fee will be refunded, or held over for subsequent bookings, as mutually agreed.
- 16.4. **Dog Walking Services**
- If you need to cancel, at least 48 hours' notice prior to the start date of the booked service must be provided to the Service Provider.
 - If at least 48 hours' notice has been given, a fee will not be incurred.
- 16.5. Any cancellation must be provided in writing at the earliest opportunity, by email or text message direct to Hike with Hunter.
- 16.6. If you are entitled to a refund, we will reimburse you using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise.

17. Our rights to end the contract

- 17.1. **We may end the contract if you break it.** We may end the contract at any time by writing to you if:



Terms & Conditions (Home Boarding)

- a. you do not make any payment to us when it is due and you still do not make payment within 14 days of that payment being due;
- b. you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services;
- c. you do not, within a reasonable time, give us access to your property to enable us to provide the services to you; or
- d. Have provided us with false information, specifically but not limited to, information about bookings which we do not accept, vaccinations and or behavioural problems of the pet.

17.2. **You must compensate us if you break the contract.** If we end the contract in the situations set out in clause 17.1, we will retain the right to deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract. If the advance payments (if any) are not sufficient to cover the reasonable costs, we will invoice you separately for these.

17.3. **We may stop providing the services.** We may write to you to let you know that we are going to stop providing the services. We will let you know at least 7 days in advance of our stopping the services and will refund any sums you have paid in advance for services which will not be provided.

18. If there is a problem with the services

18.1. **How to tell us about problems.** If you have any questions or complaints about the services, please contact us.

Summary of your legal rights. See the information below for a summary of your key legal rights in relation to the services. Nothing in these terms will affect your legal rights.

The Consumer Rights Act 2015 says:

- a. you can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.
- b. if you haven't agreed a price beforehand, what you're asked to pay must be reasonable.
- c. if you haven't agreed a time beforehand, it must be carried out within a reasonable time.

19. Price and payment

19.1. **Where to find the price for the services.** The price of the services will be the price set out in our price list in force at the date of your order unless we have agreed another price in writing. We use our best efforts to ensure that the prices of services



Terms & Conditions (Home Boarding)

advised to you are correct. However please see clause 19.2 for what happens if we discover an error in the price of the services you order.

- 19.2. **What happens if we got the price wrong.** It is always possible that, despite our best efforts, some of the services we sell may be incorrectly priced. We will contact you regarding the difference in price and either refund you for the additional payment you made or invoice you for the remaining payment to be made. You may decide not to proceed with the services if the price is higher. If we accept and process your order where there was a pricing error, we may end the contract, refund you any sums you have paid and not perform the services.
- 19.3. **When you must pay and how you must pay.** You must make an advance payment of the price of the Services before we start providing them. This will vary depending on the type of Service being provided to you.
- 19.4. **What to do if you think an invoice is wrong.** If you think an invoice is wrong, please contact us promptly to let us know.

20. Our responsibility for loss or damage suffered by you

- 20.1. **We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the services.
- 20.2. **We are not liable for any losses, including business losses.** We only supply the services for domestic and private use. If you use the services for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity. We are not responsible for any losses that can be legally excluded from liability.
- 20.3. Any damage to the property or possessions of the Client or the Service Provider in their absence, however caused by the pet shall be recorded by the Service Provider and where considered by the Service Provider to be serious enough to inform the Client, they will do so at the earliest opportunity by whatever means is available. Any costs, including administration, 'manpower' in providing such notice or making good any damage may be recoverable from the Client.



Terms & Conditions (Home Boarding)

21. How we store your personal information

- 21.1. It shall be the Client's sole responsibility to ensure the information provided to the Service Provider is current and up to date, the Client agrees to accept any decision made by the Service Provider in the event of the Service Provider not being able to contact the Client as a result of incorrect information held.
- 21.2. All of the Service Provider's records will be stored in compliance with the General Data Protection Regulation (GDPR). Personal information will be kept private and confidential and solely in relation to the services the Service Provider has been requested to provide. If requested, your data will be made available to the Local Authority for us to comply with any specific local authority conditions.

22. How we may use your personal information

- 22.1. **How we will use your personal information.** We will use the personal information you provide to us to:
- provide the services;
 - process your payment for such services; and
 - to inform you about similar Services that we provide, but you may stop receiving these communications at any time by contacting us.
- 22.2. **We may pass your personal information to credit reference agencies.** Where we extend credit to you for the services, we may pass your personal information to credit reference agencies and they may keep a record of any search that they do.
- 22.3. **We will only give your personal information to third parties where the law either requires or allows us to do so.**

23. Other important terms

- 23.1. **We may transfer this contract to someone else.** We may transfer our rights and obligations under these terms to another organisation.
- 23.2. **You need our written permissions to transfer your rights and obligations.** You may only transfer your rights or your obligations under these terms to another person with our written consent.
- 23.3. **Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms.



Terms & Conditions (Home Boarding)

- 23.4. **If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect. The illegal or unenforceable provision will be amended as little as possible to give effect to the intended purpose to render it valid.
- 23.5. **Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things or prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the services, we can still require you to make the payment at a later date.
- 23.6. **Which laws apply to this contract and where you may bring legal proceedings.** These terms are governed by English law and the English courts shall have exclusive jurisdiction.
- 23.7. **Alternative dispute resolution.** Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may want to contact the alternative dispute resolution provider we use.

24. Insurance

- 24.1. All reasonable care is taken to ensure the highest standards of care are provided.
- 24.2. The Service Provider has valid public liability insurance, for the peace of mind of their Client
- 24.3. The Service Provider is insured to provide dog walking, pet pop-ins, and home boarding and home day care services. A copy of the policy is available on request.
- 24.4. The Client is advised to:
- Consult the Service Provider's specific insurance policy (available on request) to check it meets the Client's specific requirements.
 - Ensure their own pet insurance covers their dog falling ill during the Service Provider's care, as this is not insured by the Service Provider (it is almost impossible to prove that a dog was pre-symptomatic before arrival).



Terms & Conditions (Home Boarding)

- c. Check to see if the Client's insurance provider needs informing that someone will have access to the Client's property whilst they are away.
 - d. To purchase their own separate pet insurance to assist with any emergency veterinary treatment, should the unexpected happen.
- 24.5. Note that in the event that the Client's dog acts contrary to information declared or omitted in the Client's Registration Booking Form, the Service Provider will not accept any liability and the Client will be responsible for any and all costs directly arising.

25. Third Parties

- 25.1. The Client shall advise the Service Provider of anyone who will have access to their property during any periods of the Client's absence, including but not limited to cleaning services, maintenance personnel, friends, family and neighbours.
- 25.2. The Service Provider shall not be liable for other persons or their actions or omissions who will be in, or have access to the Client's property before, during or after services have been rendered.

26. Service Provider's companion or staff member

- 26.1. The Service Provider may have a spouse, family member or friend accompany them, or may be represented by another staff member or pet carer as part of providing the required services. No costs will be applied to the Client's account for any assistance the companion provides.
- 26.2. The Client will be advised in advance where a Service Provider wishes to take a companion, any companion will be subjected to whatever checks the Service Provider considers necessary or appropriate.

27. Miscellaneous

- 27.1. Dogs will only be walked on leads unless the Off-Lead Consent Form has been agreed and signed. The Booking Form, Policies and Procedures, Terms & Conditions and the Service Agreement will always prevail.



Terms & Conditions (Home Boarding)

28. Liability

- 28.1. The Service Provider 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 the Service Provider's reasonable control.