

TERMS OF SERVICE

PAWter Daycare
Unit 26 • Oakham Farm • Church Lane
Oving • West Sussex • PO20 2BT
Tel: 07548 272346
Email: nickyportz@gmail.com



Service Agreement

Service Agreement contains the terms which are applicable to PAWter daycare.

Please read them carefully and ensure you understand and agree to them, if you have any questions then please contact me.

THE AGREEMENT

Any reference to 'us', 'we', 'our' means PAWter daycare.

Any reference 'you' is its natural meaning: you the customer.

Any reference to 'service' means a pet service provided by PAWter daycare.

1. We provide dog daycare and walking services to customers pets to which we have reasonable skill and knowledge in this field.
2. You wish to engage our services as set out in this agreement, the Dog Daycare Record form and Veterinary Release Form.
3. The afore mentioned forms constitute a contract between us and you.

What we will do for you

1. We agree to provide our services in a reliable, caring and trust worthy manner.
2. Provide you with our full details in the form.

What you agree to do

1. You agree to pay our daily rates that are in effect at the time your pet is in our care.
2. You agree to provide us with at least 48 hours notice of cancellation, to avoid being charged in full.
3. You agree to provide us with all information necessary for the satisfactory performance of our services, including dietary, medical, nutritional and exercise for your dog.
4. You are responsible for supplying the required medication, food and or supplies needed for the care of your dog.
5. You agree to provide us with an emergency contact person who will be available and can make decisions about your dog in your absence.
6. You authorise us to obtain any emergency veterinary care that may be necessary during the time spent with your dog. We will make every effort to contact you prior to obtaining emergency care. You accept responsibility for any charges related to this emergency care.

7. You also authorise us to use an alternative veterinarian in the event your own veterinarian is unavailable or cannot be reached.
8. You accept responsibility for any charges related to this. You agree to reimburse us for any additional fees for providing emergency care as well as any expense incurred for – unexpected visits, transportation, housing, equipment, food, access or supplies.
9. You will be responsible for any medical expenses and damages resulting from an injury to persons or animals by your dog.
10. You agree to indemnify us in the event of a claim by any other person injured by your dog.

Your Dog

1. Your dog should be up to date with all vaccinations, worm and flea treatments. If your dog has a parasitic infection then your dog will be treated and you will be responsible for any associated costs.
2. Your dog (s) must have pet insurance that covers for illness, accident or loss while a third party is caring for your dog.
3. We reserve the right to terminate this contract at any time if we feel that your dog (s) is a danger to the health or safety of other dogs / people.
4. We cannot accept bitches in season, if you think your bitch is coming into season please inform us immediately. We reserve the right to cancel your dogs daycare.
5. Photography: During your dogs daycare they may be photographed and used on PAWter DayCare social media.
6. You will be responsible for any damage caused by your dog to any property or possessions belonging to PAWter Daycare.

Our Liability

1. If you have given permission for your dog to be walked off the lead, you will not hold us liable for any damage, loss or injury should your dog run away.
2. We are not responsible for a dog escaping because of a faulty lead, collar or harness or equipment that is not properly fitting.
3. You understand that there is always a risk of injury to a dog especially when other dogs are present. You agree not to hold PAWter Daycare liable for any illness, injury or incident whilst in the care of Pawter Daycare.
4. You agree to notify PAWter Daycare of any concern within 24 hours after any daycare provided by us.

I have read and agree to the terms and conditions detailed above for all/any pets I bring to be cared for:

SIGNED (OWNER)	DATE
PRINT NAME (OWNER)	PET'S NAME

SIGNED (CARER)	DATE
PRINT NAME (CARER)	

A copy of this agreement can be made on request.