



Date: 16/04/2025

Terms and Conditions.

Welcome to Harriet's Helping Hands Happy Hounds. By using our dog walking, pet care, and errand-running services, you agree to the following terms and conditions. Please read them carefully.

Services Offered

Harriet's Helping Hands Happy Hounds ("we," "our," "us") provides:

- Dog walking
- Pet sitting & drop-in visits
- Basic pet care (e.g., feeding, medication, water change)
- Light errands (e.g., picking up pet supplies, groceries)

Additional services may be offered by request and subject to availability.

Client Responsibilities

Clients ("you," "your") agree to:

- Provide accurate and up-to-date information about your pet(s), including any medical or behavioral issues.
 - Ensure your pet is up-to-date on vaccinations and parasite prevention.
 - Provide all necessary supplies (lead, collar, food, medications, keys, etc.).
 - Notify us of any changes to schedules, access, or pet health.
 - Complete and return a client intake form prior to commencement of services.
 - Understand that providing false, misleading, or incomplete information may result in termination of this contract.
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Booking & Cancellations

- All services must be booked in advance via phone, text, email, or contact form.
- Cancellations made with less than 48 hours' notice may be subject to a 50% fee.
- Repeated no-shows or last-minute cancellations may result in termination of services.



- Mileage outside of our core service areas will incur a mileage charge in accordance with the UK government's mileage rates.
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Out-of-Hours Policy

Appointments scheduled **outside of core hours** (before 8:00 AM or after 5:00 PM, weekends, or bank holidays) are subject to a **+25% surcharge** on standard rates.

Payment Terms

- Payments are due within 7 days of the service date.
 - A late payment fee may be applied for invoices not paid within this period.
 - Continued failure to pay may result in the termination of services.
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Access to Property

- You must provide reliable access to your home and clear instructions for entry.
 - We are not responsible for any issues caused by faulty keys, locks, or security systems.
 - All keys, remote control entry devices, access codes, and personal information are kept safe and confidential.
 - For the safety of our staff and your pets, we reserve the right to refuse service if access conditions are unsafe.
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Pet Behavior & Safety

- We reserve the right to refuse or discontinue service if a pet is aggressive, uncontrollable, or poses a risk to our staff or others.
- You are responsible for any damage or injury caused by your pet(s) during our care.



- Injuries or medical expenses resulting from your pet's behaviour are the sole responsibility of the owner.
 - Off-lead walking will only be provided with the owner's written consent and when it is deemed safe to do so.
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Emergency Care

- In the event of a medical emergency, we will make reasonable efforts to contact you immediately.
 - If you are unreachable, we will take your pet to the nearest veterinary clinic.
 - You are responsible for all veterinary costs incurred.
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Liability

- While we take all reasonable precautions, we are not liable for loss, injury, or death of any pet due to natural causes, illness, or circumstances beyond our control.
 - We are not responsible for any damage to your property unless caused by our gross negligence.
 - Providing false or misleading information may result in immediate termination of services.
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Privacy

- We respect your privacy and will never share your personal information without your consent, unless required by law.
 - All personal data, including keys and security details, are treated with strict confidentiality.
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Photo & Social Media Policy

- With your permission, we may take photos of your pet for updates and social media sharing.
- You can opt-out at any time by notifying us in writing.



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Weather Policy

- Walks will only be conducted in weather that is deemed safe and appropriate for your pet.
- In extreme weather (e.g., heatwaves, ice, storms), walks may be shortened, rescheduled, or replaced with an indoor visit and play session to ensure your pet's safety.

Termination of Services

- Either party may terminate the service agreement with 3 weeks' written notice.
- We reserve the right to terminate services immediately if we feel there is a risk to safety, if terms are violated, or if misleading or harmful information has been provided.

By booking with Harriet's Helping Hands Happy Hounds, you confirm that you have read, understood, and agree to these terms and conditions.