

## Client Terms & Conditions:

1. I agree to arrange for keys/lock box to be available for **Cybi Paws** dog walking / pet sitting. The owner agrees that, by signing this form this will indemnify **Cybi Paws** in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.
2. I authorise **Cybi Paws** to obtain any emergency veterinary care that may be necessary during the time spent with my pet. Every effort will be made to contact the owner before obtaining emergency care, we recommend that owners provide a trusted third party contact number if the owners are not contactable. The owner accepts responsibility for any charges related to this emergency care. The owner also authorises **Cybi Paws** to use an alternative veterinarian in the event my regular veterinarian is unavailable. The owner is responsible for payment of any veterinary fees incurred by **Cybi Paws**.
3. I agree to compensate **Cybi Paws** for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
4. I understand that I the owner, will be responsible for any medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. I agree to cover and hold harmless **Cybi Paws** in the event of a claim by any person injured by the pet. I accept full liability for any loss or damage caused by my dog whilst being walked.
5. I agree to notify **Cybi Paws** of any concerns/complaints within 24 hours of any appointments.
6. I understand I must state if my pet shows aggression in any way. I understand I must fully disclose any quality or characteristic problems that might make my dog unsuitable for walks. **Cybi Paws** will not care for pets that imperil their safety.
7. **Cybi Paws** agrees to provide the services stated in this agreement in a reliable, kind, and trustworthy manner. In consideration of these services and as an express condition thereof, the client specifically waives and relinquishes any and all claims against Cybi Paws, its employees, or assignments, except those occurring from the negligence of the dog walker.
8. **Cybi Paws** accepts no responsibility for the security of the premises or loss if other individuals have access to the home during the term of this agreement. During all assignments, dog walking will only be carried out by **Cybi Paws** owner or employees, unless prearranged with the client. **Cybi Paws** accepts no responsibility for damages to the property if other people have access to the property.
9. **Cybi Paws** will not let any dog off his/her lead unless the owner has given written consent.

10. When **Cybi Paws** cannot attend to your dogs needs due to illness etc, you will be notified as soon as practicable.
11. **Cybi Paws** is not responsible for damage sustained by a pet escaping because of a faulty lead/collar or a collar that is not properly fitted.
12. **Cybi Paws** will not be liable for the injury, disappearance, death, or illness of any pet with unsupervised access to the outdoors.
13. It is clearly understood that **Cybi Paws** shall not be held responsible for any damage to the clients property, or that of others, caused by the clients pets during the period in which they are in its care. The client has advised **Cybi Paws** of all situations, which will relieve it of liability for damage.
14. This agreement is valid for all future walks until a new agreement is signed. **Cybi Paws** reserves the right to terminate this agreement at any time, at its sole discretion. The client may terminate this agreement at any time with one months notice.
15. The owner agrees and is responsible for ensuring their pet is up to date with vaccinations, flea and worming treatment.
16. Bitches may not attend **Cybi Paws** outdoor dog walking services whilst in heat or during pregnancy.
17. **Cybi Paws** offer services where dogs co-mingle in groups and the owner accepts that during the course of normal dog play their dog may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision.
18. The owner consents to their pet being photographed, videoed and/or used in any media or advertising by **Cybi Paws** and for identification purposes in the event of an emergency. All such media remains the property of **Cybi Paws**.
19. The owner agrees to ensure that their dog has not eaten one hour before pick up by **Cybi Paws** to ensure sufficient time to digest their food before play and exercise. Failure to do so may result in the potentially life threatening condition Gastric dilation volvulus.
20. The owner agrees that **Cybi Paws** is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left with their dog.
21. The owner agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious, infectious, or otherwise communicable diseases. The owner further agrees to notify **Cybi Paws** immediately of any infectious and/or contagious disease or conditions their dog has been exposed to or is affected by. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Kennel Cough (Bordetella), Parvovirus, Corona virus, Worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases

and Intestinal Parasites. **Cybi Paws** reserves the right to refuse admission until satisfied that the condition is resolved.

22. Trackers and or tracking devices are designed for pet ownership only, they are not designed to be used whilst in the care of a professional dog walker. As trackers collect data on locations, this will include owners addresses and locations. This breaks government data protection and GDPR, therefore any tracking devices will be removed and the pet kept on a secure lead for the duration of the walk.

23. **Cybi Paws** agrees to provide high quality care for your pet whilst you are away or at work.

## **Pet Services:**

1. All CCTV cameras must be fully disclosed to **Cybi Paws** prior to the pet sit booking.
2. The client will inform **Cybi Paws** if anyone else is expected to be coming to the property during the clients absence, I.e. Family, friend, workmen and whether or not they have their own key.
3. Please ensure details for any medication that is required for your pet is clearly left with instructions and a label identifying the pet to which it is prescribed for.
4. It is the clients responsibility to ensure that their Vet is aware of when **Cybi Paws** will be checking on your pets.
5. It is the clients responsibility to ensure that adequate food is left ready for the duration of the pop in service by **Cybi Paws**.
6. Please ensure that the client clearly states to **Cybi Paws** which pets will be requiring the pop in service whilst the client is away.
7. Please ensure that the broadband password is provided to **Cybi Paws** should there be no signal on the premises.
8. **Cybi Paws** cannot be held liable for any damage or theft from the property or injury/illness to your pets unless **Cybi Paws** is shown to be negligent.
9. In the event of extreme weather the pop in service may be delayed or cancelled, the client will be made aware of this at the earliest opportunity.
10. In the event of any aggression shown by walking a clients dog whether this is to another person or pet **Cybi Paws** reserves the right to cease walking this dog immediately.

11. It is agreed by the client that it is their responsibly to adequately insure their property and its contents and any pets with an insurance company of good repute and that such insurance shall continue for the duration of this agreement.
12. Please ensure that any neighbours are aware of the pop in service to avoid any unnecessary misunderstandings.
13. In the event of an emergency please ensure that the client leaves contact details of a nominated person for **Cybi Paws** to contact should the need arise.
14. Pet pop in services carried out by **Cybi Paws** will be provided for the rate and period as agreed and the client agrees to pay for this service in full and in advance either by cash or bank transfer.
15. The client will ensure that their pet is up to date with their flea and worming and vaccinations. The client will not hold **Cybi Paws** responsible for any flea or worm infestations or any injury or illnesses that occur.
16. If any cancellations need to take place this must be done at least 72hours in advance otherwise the client may be liable.

## **Cancellation Policy**

### **Permanent slots**

If permanent days are booked each week continuously, you will be paying for the permanent slot whether it is used or not. Any cancellations will be at your discretion and will still be chargeable. Less than 1 month's notice will be charged at full rate. A maximum of 12 working days can be cancelled for a holiday, anything over 12 days will be charged at a half rate to keep your slot. I do not offer term time only permanent slots.

**Infrequent walks require a minimum notice of 1 week for cancellation, less than this will still be chargeable.**

### **Payment**

Payment is to be made prior to each appointment. A reminder will be sent at the start of the week, this will be a Monday. Payment can be made by bank transfer. Cash payments may be left weekly on the first walk of the week.

A reminder that if a balance is due it will be sent out to everyone on the 1st of each month.

If payment is not received before the appointment the appointment will not go ahead.

## Leads

Suitable leads must be provided. If your dog pulls excessively, please provide a lead to cater to this. If suitable leads are not provided appropriate leads owned by the dog walker will be used. If you do not wish this to happen please inform the dog walker.

**Cybi Paws** will only let dogs off the lead once written permission is given and will remain at the discretion of **Cybi Paws**.

## Charges

**As of 1st April 2025**

Please find our prices for 2 hour, 1hour and 30minute walks as well as our pet service options

Details	Price	Additional Dog
1 hour solo walk	£20	£10
2 hour solo walk	£40	£10
30 minutes	£15	£10
Group walk (up to 3 dogs) 1 hour	£15 per dog	

Details	Price
Pop in service dog: (food bowl refresh, toilet, TLC)	£15
Pop in service cat: (Litter tray refresh, food top up and play)	£15
Pop in service small furies (Check, clean and food top up)	£10
Feline friendly chat (30–40mins)	£20

## Weather

## Heat

When the weather is extremely hot and it is evident the dogs are struggling in the heat, an hour walks will be shortened accordingly. The visit will still be 1 hour in duration but walks may be shortened to enable **Cybi Paws** to cool the dogs down and make sure they are comfortable before leaving.

## **Rain and wind**

Walks will be normal unless winds are gale force, in this case, owners will be informed that walks may have to be shortened in order for **Cybi Paws** to reach all dogs booked in for walks due to traffic disruption.

## **Freezing ice and snow**

If the weather is below freezing and paths are icy walks may be canceled due to safety issues.

## **Dog Walker days off**

28 days notice will be given for any days off the dog walker will be absent from walks.

The client authorises this contract to be valid approval for services provided by **Cybi Paws**. This contract is approval for **Cybi Paws** to enter the clients premises for the purposes of dog walking and/or pet pop in services as detailed above. The client gives permission for Cybi Paws to contact the client via phone, email or text to discuss any bookings or arrangements and the client understands that their details will not be shared with any third parties without their consent.

**Client Name:**

**Date:**

**Signature:**

**Cybi Paws:**

**Date:**

**Signature:**

