



SAM'S BARK BUDDIES TERMS & CONDITIONS

as of January 2021

Client: Dog(s) Owner

Sam's Bark Buddies/Bark Buddy: Service Provider

GENERAL

- Sam's Bark Buddies Terms and Conditions are part of a Client Contract which includes: Registration Form, Veterinary Consent Form, Off Lead Consent Form and Key Waiver Form.
- The Client will be considered to have accepted Sam's Bark Buddies' Terms and Conditions (as laid out here) upon signature of the contract.
- Sam's Bark Buddies will not confirm any booking until a consultation has been carried out with the Client and the Contract has been signed by the Client.
- No variation of these Terms and Conditions will have effect unless confirmed by Sam's Bark Buddies in writing.
- Sam's Bark Buddies reserve the right to refuse or discontinue walks for any dog at anytime, without notice.

RELATIONSHIP

- It is expressly understood that the Client retains the services of Sam's Bark Buddies and the Bark Buddies Walkers as an independent contractor and not as an employee.

LIABILITY - CLIENT

- The Client agrees to alert Sam's Bark Buddies to any behavioural issues, no matter how minor, when completing the Registration Form. These issues will be discussed in detail with the Client during the consultation process. The Client agrees to update Sam's Bark Buddies promptly with any changes in their dog's behaviour which arise after the consultation period.
- The Client agrees to alert Sam's Bark Buddies to any health or medical issues when completing the Registration Form. These issues will be discussed in detail with the Client during the consultation process. The Client agrees to promptly update Sam's Bark Buddies of any changes to their dog's health which arise after the consultation period.
- The Client agrees that their dog will:
 - be microchipped and the microchip number be supplied to Sam's Bark Buddies
 - wear a collar and tag with the telephone number of the owner engraved upon it
 - be fully vaccinated and on a regular flea and worm control regime
- The Client agrees to take all necessary measures or precautions to ensure that their dog is continuously free of contagious, infectious, or otherwise communicable diseases. The Client agrees to



alert Sam's Bark Buddies immediately if their dog has contracted any such illnesses. Sam's Bark Buddies reserves the right to withhold services until satisfied that the condition is resolved and the dog is in good health.

- The Client accepts that even though their dog is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog can still contract Kennel Cough. The Client agrees that they will not hold Sam's Bark Buddies responsible if their dog contracts Kennel Cough whilst in their care.
- The Client agrees that if their dog(s) contract a contagious, infectious, or otherwise communicable disease whilst in the care of Sam's Bark Buddies, they will not hold Sam's Bark Buddies responsible.
- All dogs must be provided with an appropriate collar and lead or harness and lead. Sam's Bark Buddies is not liable for any injury or any damage caused or incurred by the Client's dog escaping due to an ill fitting or faulty collar or lead.
- The Client agrees that Sam's Bark Buddies is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left with their dog.
- The Client is solely responsible for any and all harm or damage caused by their dog while it is under the care of Sam's Bark Buddies and agrees to indemnify Sam's Bark Buddies in full against any liability arising from such harm or damage to third parties.
- The Client agrees to provide all items necessary for pets to be adequately cared for in the Client's absence. (i.e., food, medication, leads, tags, collars etc). Should any dogs require any additional supplies whilst in the care of Sam's Bark Buddies, these will be purchased and the added to the Client's invoice. Every effort will be made to request permission from the Client beforehand.

LIABILITY - SAM'S BARK BUDDIES

- Sam's Bark Buddies agrees to perform the agreed services in an attentive, reliable and caring manner.
- Sam's Bark Buddies agrees to take every precaution to ensure the dog is cared for to the highest standard and their safety and wellbeing is of utmost importance; Bark Buddies agree to remain extremely vigilant on walks, will not use headphones or mobile phones for personal use and will carry safety alarms.
- Sam's Bark Buddies will continuously apply professional and personal judgment:
 - and cut short a walk if necessary because of extreme weather conditions (ie, heat, thunder storms) for the safety of both the dogs and the walker
 - advise the Client if they are concerned about the fit of suitability of a dog's collar, lead or harness
 - notify the Client of any concerns about their dog's behaviour
 - notify the Client of any concerns about their dog's health
 - notify the Client of any occurrence pertaining to the dog which may be relevant to the care and well-being of the dog
- Sam's Bark Buddies will endeavour to uphold training programmes at the request of the Client.
- Sam's Bark Buddies will provide regular updates and detailed, constructive feedback on their time with the Client's dog.



- Sam's Bark Buddies will NEVER let a dog off the lead on the first walk. Thereafter, dogs will only be let off the lead once a separate 'Off Lead Consent Form' has been signed by the Client.
- Sam's Bark Buddies warrant to keep safe and confidential all keys, remote control entry devices, access codes and personal information of the Client and to return same to the Client at the end of the contract period or immediately upon demand.

INSURANCE

- Sam's Bark Buddies and the Bark Buddy walkers are fully insured by Pet Business Insurance.
- Sam's Bark Buddies recommend that the Client's dog be insured against sickness, accident or injury and for third party liability prior to walking.
- Although Sam's Bark Buddies holds Public Liability insurance, wherever possible pets should be insured by the Client. Sam's Bark Buddies reserves the right to refuse a booking for any dog which is not insured.
- Should you require further details about our policy, please contact us.

EMERGENCIES & VETERINARY CARE

- Sam's Bark Buddies requires that every Client completes a Veterinary Consent form which authorises the staff of Sam's Bark Buddies to seek veterinary advice and/or treatment as they deem necessary; where possible this will be carried out by the Client's usual/preferred Vet, but this cannot be guaranteed (e.g. in an emergency) and the Client accepts that the staff of Sam's Bark Buddies may at their discretion use any registered Veterinary Surgeon.
- In the unlikely event of an emergency where veterinary care is required, Sam's Bark Buddies will make every effort to contact the Client in the first instance. However, the Client must provide Sam's Bark Buddies with the name and contact number of someone capable of making a decision relating to the dog(s) care in exceptional circumstances. If the contact is not available, Sam's Bark Buddies reserves the right to consult with a Veterinary Surgeon and then make a decision which is in the best interests of the dog.
- Sam's Bark Buddies reserves the right to contact a Veterinary Surgeon before the Client, in the event that the situation requires immediate attention and action.
- The Client agrees that Sam's Bark Buddies is authorised to:
 - Transport the dog(s) to the veterinarian
 - Request on-site treatment from a veterinarian
 - Transport the dog to an emergency clinic if the previous two options are not feasible
- Sam's Bark Buddies will care for your animal as you would, and whilst we will make every effort to ensure your pet is well looked after in your absence, Sam's Bark Buddies cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.
- The Client is responsible for the full cost of treatment of any injuries or illness that their dog receives while under the care of Sam's Bark Buddies, together with any associated costs e.g. call-out charges. The Client agrees to pay all such costs immediately upon pick-up of their dog, or by agreement with the proprietor.



PAYMENT

- The Client agrees to the rates already received which have also been listed below for clarity.
- All rates below are subject to a +£5 weekend and public holiday surcharge.
- Bookings which include Easter Monday, Good Friday, Christmas Eve, Christmas Day, Boxing Day, New Year's Day and New Year's Eve are subject to an additional charge of 25% of the total booking.

ONE TO ONE WALKS & PUPPY PLAY

One Dog		Two Dogs	
60 minutes	£ 17	60 minutes	£ 23
90 minutes	£ 23	90 minutes	£ 28
120 minutes	£ 29	120 minutes	£ 35
Three Dogs		Four Dogs	
60 minute	£ 30	60 minutes	£ 35
90 minutes	£ 35	90 minutes	£ 42
120 minutes	£ 42	120 minutes	£ 50

BUDDY UP

Two Dogs	
60 minutes	£ 16
90 minutes	£ 22
120 minutes	£ 28

THE EXTRA MILE

6pm - midnight	£15 + £5 per extra dog
After midnight	£17 + £5 per extra dog

OVERNIGHT (Per 24 hour period)

One Dog	£ 45
Two Dogs	£ 64
Three Dogs	£ 81
Four Dogs	£ 96

- The Client will be invoiced in arrears at the end of each month. Payments are accepted in cash or by bank transfer.



- Full payment is to be made within 14 days of receipt of invoice or, by the date specified on the invoice. If payment is not made within this time, 5% of the total bill will be added for each day that payment is overdue.
- We require a 25% deposit for overnight bookings of less than 5 nights and a 35% deposit for bookings of more than 5 nights.

NOTICE & CANCELLATION

- Sam's Bark Buddies requires a minimum of 24 hours notice for bookings for One to One Walks, Buddy Up Walks and Puppy Play, a minimum of 48 hours notice for bookings for The Extra Mile and a minimum of 5 days notice for Overnight bookings. However, we will always endeavour to be flexible and meet last minute request wherever possible.
- Sam's Bark Buddies require a minimum of 24 hours notice for the cancellation of One to One Walks, Buddy Up Walks and Puppy Play, a minimum of 48 hours notice for cancellation of The Extra Mile, a minimum of 72 hours notice for cancellation of Overnight bookings of less than 5 nights and a minimum of one week's notice for cancellation of Overnight bookings of more than 5 nights.
- A 25% deposit will be taken for Overnight bookings of less than 5 nights and a 35% deposit taken for Overnight bookings of more than 5 nights. The deposit will be non-refundable if the required cancellation period is not met (72 hours notice for less than 5 nights, one week's notice for more than 5 nights)
- If the required cancellation notice is not given, charges will be applied in full for the cancelled period.
- It is understood that if your plans change and you wish to collect your dog(s) before the end of your booking, there is no guarantee that you will be refunded.
- The Client agrees to provide keys/arrange access for their dog to be collected for the agreed appointment; failure to do so will result in a cancellation for that day's service and will be paid in full by the Client.
- In the unlikely even that Sam's Bark Buddies need to cancel a scheduled appointment, they may appoint a substitute Bark Buddy with written approval from the Client.

END

