

TERMS & CONDITIONS

DOG WALKING

Terms and Conditions



Dog Walking Agreement

Client authorisation & terms 2025

1. I agree to provide keys / arrange for keys to be available for **Cocobelle** dog walking / pet sitting / pet taxi / Small animal care / Puppy visit arrangements.
2. I authorise **Cocobelle** 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 prior to obtaining emergency care. I accept responsibility for any charges related to this emergency care. I also authorize **Cocobelle** to use an alternative veterinarian in the event my regular veterinarian is unavailable.
3. I agree to compensate for any additional **Cocobelle** fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
4. I understand I 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 **Cocobelle** 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 **Cocobelle** 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 not suitable for walks. **Cocobelle** will not care for pets that imperil their safety or others.

Cocobelle's Responsibilities

7. **Cocobelle** 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 **Cocobelle**, its employees, or assignments, except those occurring from the negligence of the Dog walker

8. **Cocobelle** 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 **Cocobelle** owner or employees, unless prearranged with the client. **Cocobelle** accepts no responsibility for damages to the property if other people have access to the property.

9. **Cocobelle** will not let any dog off his/her lead unless the owner has given written consent.

10. If unforeseen circumstances occur when **Cocobelle** cannot attend to your dog's needs due to illness etc, you will be notified straight away.

11. **Cocobelle** 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. **Cocobelle** will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.

13. It is clearly understood that **Cocobelle** shall not be held responsible for any damage to the client's property, or that of others, caused by the client's pets during the period in which they are in its care. The client has advised **Cocobelle** 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. **Cocobelle** reserve the right to terminate this agreement at any time, at its sole discretion. The client may terminate this agreement at any time with one month's notice.

15. **Cocobelle** agree to love and care for your pet whilst you are away or at work.

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 half rate. A maximum of 12 working days can be canceled 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.

Non-Permanent slots

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

Payment

Invoices will be sent out 5-7 days before they are due to be paid on the 1st of each month. This can be done by bank transfer only. Cash payments may be left weekly on the first walk of the week. A reminder that the balance is due will be sent out to everyone on the 1st of each month. If payment is late a late charge of **£2.50** per day should be added to your invoice.

Leads

It is extremely important that suitable leads are 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.

Walk Charges (2025)

Prices per dog	Solo Walks	Group Walks (Per dog)
1 hour	£20:00	£15:00
1 hour Weekend or Bank Holiday	£25:00	£20:00
30 mins	£15:00	£12.50
30 mins Weekend or Bank holiday	£20:00	£15:00

Drop ins for your dog (excludes walks)

30 mins	£12.50
30 mins Weekend or Bank holiday	£15:00

- **Please note that I will always do a meet and greet before taking on a new dog/s.**
- **I have a weather policy in place and if for any reason it is not suitable to take your dog out then a drop in would be offered instead.**
- **If I am driving out of the area then a fuel charge will be added to the invoice.**
- **Prices are subject to change**

Weather

Heat

When the weather is extremely hot and it's evident the dogs are struggling in the heat; hour walks will be shortened accordingly. The visit will still be 1 hour in duration but walks may be shortened to enable **Cocobelle** 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 **Cocobelle** to reach all dogs booked in for walks due to traffic disruption. If the weather is deemed as a danger to the dog walker and the dogs then the walks will be cancelled.

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

where possible 2 days' notice will be given for any days off the dog walker will be absent from walks.

*Client name:

*Date:

*Your signature:

Cocobelle Dog walking

Dog walker:

Date:

Signature:
