



Terms of Service

1. What forms the agreement

1. By applying for our services, you agree that this agreement shall apply to those services. This agreement shall come into force if and when the company confirms acceptance of your application.
2. Wherever the words “including”, “include”, or “includes” or are used they shall be deemed to be followed by the words “without limitation” unless the context otherwise requires.
3. All rights and remedies referred to in this agreement are cumulative and not to the exclusion of other rights and remedies, unless expressly stated otherwise.

2. Definitions

Word or phrase	Meaning
Agreement	These terms
Us, our, we, the company	Pad, Foot and Paws Limited, (registered office, 83 Ducie Street, Manchester M1 2JQ, Company number 11449346)
Staff	Any person in our employ
Client, the client	You, or the party employing our services.
Pet, animal	Any animal in our care

3. General terms

1. All clients will be deemed to have accepted the terms and conditions as laid out here on signature of the contract.
2. We will not confirm any booking until a consultation has been carried out with the client and the contract, with full details of client requirements, has been signed by the client.
3. If it is necessary for keys to be picked up or dropped off in order to provide services, charges may be applicable for each trip
4. The client must provide us with the name and contact number of a trusted third party should staff be unable to make contact. If the contact is not available then we reserve the right to consult with a veterinary surgeon and then make a decision which is in the best interests of the animal.
5. The client is responsible for any veterinary bills, no matter how they are incurred, whilst pets are in our care.
6. We must be alerted to any behavioural problems with their pets at the time of booking. Failure to do so may result in additional charges or cancellation of any future contract.
7. Although we hold Public Liability insurance, wherever possible pets should be insured by the client. We reserve the right to refuse service for any animal which is not insured.



8. We 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, we cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.
 9. We will properly dispose of your pet waste. For cat litter trays we do request that you provide all necessary items such as scooper, cat litter and plastic bags and indicate where you would like these waste bags disposed of. This any other home based service. For dog walking, staff will properly dispose of pet waste and will provide waste bags for this.
 10. The client agrees that, by signing the key holder waiver form this will indemnify the company in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.
 11. Keys retained by your walker will be kept securely, marked only with the name of your dog and any internal office code.
 12. Permits may need to be provided for staff if the client is in a restricted parking zone. This will be assessed as necessary.
 13. The client consents to their pet being photographed, videotaped, and/or used in any media or advertising by the company without prior approval. All such media remain the property of the company.
4. Boarding and in home care
1. The client must provide all items necessary for pets to be adequately cared for in the client's absence. (i.e., food, medication, leads, tags, collars, cat litter etc). Should pets require any additional supplies whilst in the care of the company, these will be purchased and added to the invoice.
 2. The client must provide all items necessary for your pet to be adequately cared for in the client's absence.
 3. Staff will clean up after your pets to the best of their ability. Please inform them of the designated area for the appropriate cleaning supplies.
 4. We is not responsible for carpet/ flooring stains created by your pet(s).
 5. We request that you provide plastic bags, towels, cleaning products, paper towels and bin bags.
 6. If there are incidents above and beyond the normal amount anticipated, a reasonable fee may be added for clean up time.
 7. Details of shut off points for services into the property are to be provided on the Home Information Sheet.
 8. In the event of a household emergency, your emergency contact will be contacted to arrange any remedial work.
 9. The heating thermostat should be set within a normal comfortable range. If the house temperature is outside of this range, staff will adjust the thermostat to ensure the health and comfort of your pet(s). Your emergency contact will be notified.
 10. We carefully schedule time to serve you and other clients, therefore, there are no refunds or credits for early returns or last minute changes to pet care.
 11. In the event that the client is delayed on return, you must inform us immediately, who will endeavour to make alternative arrangements for continued cover. This may incur further charges.



5. Dog walking service

1. All dogs will be subject to an initial assessment by staff prior to using our services. We reserve the right to refuse admission to any dog deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
2. The client agrees that, in admitting their dog, the company has relied on the client's representation that their dog is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog.
3. The client is solely responsible for any and all harm or damage caused by their dog while it is under the care of the company, or is using any other services provided by the company, and agrees to indemnify us in full against any liability arising from such harm or damage to third parties.
4. All dogs being walked will undergo a trial period to ensure that they are adequately trained and socialised.
5. We reserves the right to cancel the contract at any time and with immediate effect if the dog does not respond well to staff and/or other dogs.
6. The client agrees to notify us immediately of any unwelcome, aggressive, proactive, or dangerous behaviour of their dog that has potential to cause harm to any other dog or individual.
7. The client is to make full disclosure of any quality or characteristic problems which might make your dog not suitable for walking, including behavioral or health problems, antisocial behavior, including aggression, incontinence or lack of house training and excessive loud barking or whining. Failure on the part of the owner to disclose any matter which might render client's dog unsuitable for walking will be deemed a fundamental breach of the agreement.
8. We must be informed if your dog does or has EVER used a muzzle. This should be made available for use at our discretion.
9. We offer services where dogs co-mingle in groups and the client 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.
10. We will only let dogs off the lead once an "off the lead consent form" has been signed, and will remain at the discretion of staff.
11. The client is responsible for the full cost of treatment of any injuries or illness that their dog receives while under our care, together with any associated costs e.g. callout charges. The client authorises the company to seek such 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 staff may, at their discretion, use any registered vet. The client agrees to pay all such costs immediately upon collection of their dog, or by agreement with the proprietor.
12. Staff will apply personal judgment and cut short a walk if necessary due to extreme weather conditions (ie, heat, thunder storms) for the safety of both dogs and staff.
13. Bitches may not use the services of the company while in season or pregnant. We reserve the right to refuse service if these criteria are not met.



14. We reserve the right to refuse admission if the client fails to provide adequate proof of vaccinations (including bordetella), or the vaccinations are found to be expired or otherwise incomplete.
 15. 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 us responsible if their dog contracts kennel cough while attending.
 16. The client agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious, infectious, or otherwise communicable diseases. The client further agrees to notify us 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 distemper, hepatitis, kennel cough (bordetella), parvovirus, corona virus, worms, Lyme disease, fleas, infectious skin diseases and intestinal parasites. We reserve the right to withhold services until satisfied that the condition is resolved.
 17. The client agrees to ensure their dog has not eaten in the hour before pick up by the company to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition, bloat (gastric torsion).
 18. The client agrees that we are not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left with their dog
 19. The Control Of Dogs Order 1992 mandates that any dog in a public place must wear a collar with the name and address including post code of the owner engraved or written on it or engraved on a tag, whether the dog is chipped or not.
 20. It is the owners responsibility to ensure that www.petlog.co.uk holds their correct details as in the unlikely event that your dog is lost we would be unable to collect or retrieve if the details that we hold on file are not the same as those held by Petlog.
 21. All dogs must be provided with a lead. We will not be held 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.
 22. Dogs must be in a secure location prior to collection by staff. Loose in a garden does not constitute this.
 23. Whilst every effort is made to have walks one-to-one, most of the time your dog will be walked with other friendly dogs.
 24. The client agrees to provide keys/arrange access to the dog 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.
 25. Your booked time is estimated only and whilst staff will make every effort to arrive at the time given, depending on road conditions and unforeseen circumstances, please allow approximately 30 minutes after your booked time slot for staff to attend. In adverse weather conditions please understand that we still operate and staff may be slightly delayed.
 26. Towels should be provided if you wish your dog to be wiped down following the walk, especially in adverse weather.
6. Pet taxi/vet service
1. Clients must notify the veterinary surgery that the company will be attending the appointment on their behalf and ensure that arrangements for payment have been made either through the company or direct or the vet.



2. Any owner wishing to accompany staff whilst an animal is being transported accepts that they do so at their own risk and that we do not accept any liability for any accident, injury or delay incurred during transportation.
7. Booking
1. Charges are set out on our website. You will be deemed to have accepted these charges upon confirmation of your booking.
 2. Your booking will not be confirmed until a booking form has been received with any necessary deposit.
 3. On occasions the company, at its sole discretion, may proceed with a booking without advance payment of its charges.
 4. We ask for a minimum of 72 hours' notice for animal boarding or home care, and a small deposit at the time of booking will be required to secure the service (25% of fee). If the deposit is not paid at time of your booking, we are not able to guarantee the service.
 5. Charges are per day (not nights) that a pet is resident. For example, a one week booking from Saturday to Saturday will count as an 8 day stay.
 6. Clients must ensure that their dog walking requirements for the following week are sent via email or text to the company no later than Sunday evenings.
 7. We will provide a time interval during which visits will occur. If an unforeseen situation arises, the time interval may be adjusted.
 8. Bank Holidays may incur additional fees which you will be advised of at the time of booking.
 9. At particularly busy times of the year such as Christmas, New Year and bank holidays a supplement may be payable.
8. Cancellation
1. You may cancel your dog walking booking, and provided you give a minimum of 24 hours' notice, you will not be charged. However, if cancellation is made within 24 hours of the walk commencing, the full rate will be charged.
 2. We require a minimum of 48 hours' notice to cancel boarding or home care bookings. Failure to do so will result in 25% of the fee payable. The deposit is non-refundable.
 3. If we cannot provide the service agreed, an alternative will be arranged, unless in extreme circumstances, where 24 hours' notice will be given where possible.
9. Payment
1. All deposits are non-refundable.
 2. Full payment for services (agreed either at time of booking or subsequently) is to be made within 7 days of receipt of invoice or, by the date specified on the invoice (for dog walking clients) via cash, card or bank transfer.
 3. If payment is not made within this time 2.5% of the total bill will be added for each day that payment is overdue.
 4. We reserve the right to request full payment before a service is provided.



10. Miscellaneous

1. We shall not be liable to the client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of our obligations in relation to the services, if the delay or failure was due to any cause beyond our reasonable control.
2. Persons who are not a party to this agreement shall not have any rights under this agreement.
3. If any part of this agreement is found to be invalid or unenforceable by any court, such invalidity or unenforceability shall not affect the other provisions of this agreement and such other provisions shall remain in full force and effect.
4. If either of us fails to exercise a right or remedy that it has or which arises under this Agreement, such failure shall not prevent us from exercising that right or remedy subsequently for that or any other incident.
5. A waiver of any breach or provision of this agreement shall only be effective if made by email or in writing.
6. No variation of this agreement will have effect unless confirmed by the company in writing.