



# Client Contract

Thank you for choosing **Woodland Pet Services** (herein referred to as 'WPS')! In order for us to provide the highest level of care for your pet(s) whilst they are with us, could I please ask the pet(s) owner (herein referred to as the 'Owner') to complete, sign and return this form prior to the commencement of any services.

Pet Details	
Name:	
Breed:	
Age:	
Sex (M/F):	
Date of Neutering (if applicable):	
Date of Last Vaccination:	
Medical Conditions/Allergies (if applicable):	
Social Skills/Behaviour: <small>Please provide details about specific pet preferences/ behaviour in order to help us prepare the best possible support for your pets: a) Do your pet(s) enjoy socialising with other animals/people? b) Are there any specific behaviour traits you would like 'WPS' to be aware of? c) Has your pet(s) ever displayed concerning or aggressive behaviour towards humans/dogs/livestock? 'WPS' will always arrange to meet your pet(s) and assess their needs prior to the commencement of any services.</small>	
Feeding Requirements (if applicable):	

**Note:** if there are any changes in your pet(s) medical condition(s) or behaviour, please notify 'WPS' ASAP such that we can adjust our support accordingly.



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## Services & Rates

Puppy/Cat Visits:	£13 /30-minute visit
Dog Walking (Group - max. 4 dogs):	£13 /45-minute walk
Dog Walking (Individual):	Price on application
Pet Sitting (Client's House):	£50 /24-hour period

**Booking Terms:** service requirements for successive month to be supplied in writing by the 25<sup>th</sup> of each month. Please note that all booking times are estimated; whilst every effort is made to be prompt, please allow +/- 30 minutes from the agreed time to accommodate traffic/other delays. In adverse weather conditions, 'WPS' will be in contact to assess the risks/benefits.

**Cancellation/Addition Terms:** acknowledging that schedules change, 'WPS' always aims to provide flexibility within our policies to support your needs. In order to support this, we request that all cancellations be requested in writing with at least 48 hours' notice. Cancellations made after this time will be charged at the full rate. Additional services may be requested at any time and 'WPS' will always aim to accommodate where possible.

**Payment Terms:** payment is required in full at end of each calendar month within 7 days of invoice. Payment is requested by bank transfer except where agreed in advance.

## Owner Details

Name:	
Address:	
Gate/Alarm Codes:	
Phone Number (Evening):	
Phone Number (Daytime):	



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## Emergency Contact Details

Emergency Contact Name:	
Emergency Contact Phone Number:	
Registered Veterinary Practice Name:	
Registered Veterinary Address:	
Registered Veterinary Phone Number:	

## Permissions:

- Off-Lead Walking Consent (applies to Dog Walking only):** by ticking this box, you are providing consent for your dog(s) to be walked off the lead when under the care of 'WPS'. This agreement is based on the assumption that during the initial assessment both the 'Owner' and 'WPS' have agreed that the dog(s) have sufficient recall for such purposes.
- Emergency Treatment Consent:** by ticking this box, you are providing authorisation for 'WPS' to make decisions in the best interests of the pet(s) listed in this contract and/or a third party in the event of incident, injury or illness. 'WPS' agrees to make every effort to notify the 'Owner' and/or 'Emergency Contact' as soon as reasonably possible and prior to making any decisions. In the event that 'WPS' is unable to obtain prior consent, it is hereby agreed that 'WPS' will proceed to make decisions in the best interests of your pet(s) health and wellbeing based on their professional judgement and/or veterinary advice where required. Where veterinary treatment is required, the 'Owner' will be responsible for the payment of ALL veterinary fees incurred.
- Social Media/Photography Consent:** by ticking this box, you are providing consent for 'WPS' to use media (including but not limited to photographs and videos) that may include images/descriptions of the pet(s) listed in this contract for the purposes of education or marketing associated with the services provided by 'WPS'.
- General Data Protection Regulation (GDPR) Consent:** by ticking this box, you are providing permission for 'WPS' to collect and process your personal data for the limited purposes of communications/marketing associated with or relating only to the execution of the services outlined and for the duration of this contract only. 'WPS' hereby agrees not to share this data with any third party except where prior permission is granted. Under the terms of General Data Protection Regulation (GDPR), you have an express right to withdraw this consent at any time, which you may do so by simply sending an email to 'WPS' requesting that your personal data be deleted.

Sign:	Print:	Date:



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## Appendix 1:

Owner ('Owner') to retain this release form for the period of the contract. Woodland Pet Services ('WPS') will sign to confirm receipt of keys.

### Key Release Form:

This form is to acknowledge that Woodland Pet Services ('WPS') has confirmed receipt of ..... (state number) keys to enable the provision of the previously detailed services in this contract.

Signed on behalf of Woodland Pet Services ('WPS'):

Sign:

Print:

Date:

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Owner to sign and return this form to Woodland Pet Services ('WPS') upon return of keys.

### Key Return Form:

This form is to acknowledge that Woodland Pet Services ('WPS') has returned the keys provided to enable the provision of the previously detailed services in this contract.

Signed on behalf of the Owner ('Owner'):

Sign:

Print:

Date:

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