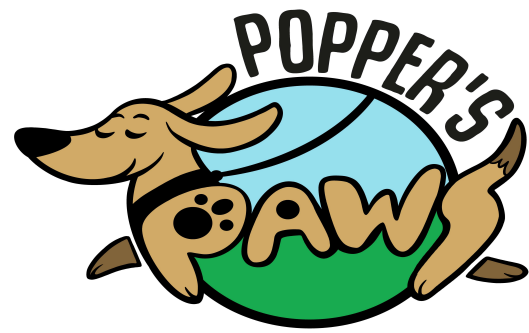


Popper's Paws



Welcome to Popper's Paws & thank you for choosing me to look after your dogs/ cats (and the rest!)

I want to ensure that your animals always have the absolute best time so could I please ask that you complete the below information for my records

Email:

Popperspaws@outlook.com

Facebook:

Popper's Paws

Website:

Popperspaws.com

ABOUT YOU:

Name of Owner:

Address:

Contact telephone:

Email address:

Would you like to make me a key holder for your property?

(if yes, all keys will be kept securely by me)

Emergency Contact details:

Name:

Contact telephone:

ABOUT YOUR PET (Where not relevant, please mark as "N/A")

Name of your dog/cat/ other:

Age:

Is your dog/ bitch complete or neutered:

If your bitch is complete, please state the date of her last season:

Are your pets up to date with their vaccinations?

If YES, please list date of last inoculation:

If NO, is there a medical reason that they are not up to date:

Veterinary contact details:

Please provide your dogs' microchip number:

Is your dog classed as a "banned breed" under UK legislation (<https://www.gov.uk/control-dog-public/banned-dogs>)?

If YES, do you have an exemption certificate (*photocopy required*)?

If YES, do you have liability insurance (*photocopy of policy required*)?

If YES, does your insurance allow other people to walk your dog?

Is your dog subject to any Dog Control Orders or other UK legislation that I need to be made aware of during their handling?

If YES, what conditions must be adhered to/ are other person(s) allowed to have control of your animal (photocopy of order required)?

ABOUT YOUR REQUESTED SERVICE(S):

From April 2016, it became a legal requirement for all dogs to be microchipped. Please make sure that your details linked to the existing microchip are up to date.

From April 2016, it became a legal requirement for all dogs to wear a collar/harness with an ID tag attached while walking in public – Please ensure that when your dog is being collected for walking, a suitable collar or harness with up-to-date tag and lead are provided. Failure to provide this equipment will result in a cancellation of your walk, with no refund provided (Though a rebooking, subject to availability, can be made, as long as this equipment is provided on the rearranged date)

Which services would you like to use:

Do I have permission to walk your dog off lead (*Please only select where you are 100% confident of your dogs' recall?*)

Do I have your permission to walk your dog(s) with other dogs?

Do I have permission to clean your dog if they become soiled during walks?

If YES, does your dog display any aggressive tendencies while being cleaned?

Does your pet have any allergies?

Does your pet have any fear triggers (e.g. fireworks, loud bangs/traffic, motorbikes, etc..)?

Do I have permission to give your pet treats during walks/ home visits?

Does your pet require any medication to be taken while in my care?

If YES, please state the full name of the medication & dose to be administered:

Is your pet used to being left alone? If so, for how long?

Does your pet have any additional needs or is there anything else I need to be made aware of whilst your animal is in my care?

We like to use social media to show everyone what a great time our customers' animals are having – Do you consent to photographs/ videos of your pet to be used on Popper's Paws social media? (***Please note, your pets' name & location will never be used***) **YES** **NO**

No aggression from any animal will be tolerated; I fully understand we all have our moments but if any overtly aggressive behaviour is shown towards me or other animals, then owners will be contacted immediately and other arrangements will have to be made. If you have concerns around this, please ensure that your pet is muzzled at the time of collection for their walk.

Rates for my services are shown on my website/ Facebook page – If you want to discuss longer or shorter services for your animals, please get in touch to discuss. We endeavour to provide solo walks for your pet but if you want another dog from the same household walked during the same booking, this will only incur an additional £5 charge and not the full fee.

Payments for services must be made either at time of booking or seven days in advance of your service commencing. Failure to provide payment may result in cancellation of your booking.

Cancellation Policy – Any cancellations made less than 24 hours before a scheduled walk will be charged at 50% of the total.

By signing below, you agree to the above declarations and confirm that all of the information you have provided is accurate to the best of your knowledge and that Popper's Paws will be notified of any changes to this information. You also agree to abide by the terms & conditions of Popper's Paws, who reserve the right to cancel further services if the customer is found to be breaching these terms.

Name: (Print) _____

Signature: _____ **Date:** _____

Many thanks,

Leila

Popper's Paws - Terms & conditions

Please ensure that you have fully read the below before booking with our services.

If you have any questions or concerns about any of the terms & conditions listed, please reach out to us either through our social media page or via email

1. The customer will be responsible for providing suitable collars & leads and where appropriate, harnesses or muzzles for their dogs, with up to date Identification tags attached - **This is a legal requirement** and If we don't have suitable equipment provided, we will not be able to take your dog on their walk & no refunds will be offered (Though walks can be rescheduled with us - Please ask).
2. The customer will inform Popper's Paws of any behavioural problems at the time of completing their new client registration or at the time of booking our services, whichever is more appropriate; This is to ensure there are no surprises for either myself or your best friend, so that they can be walked in an environment best suited to their own needs - Failure to notify us of any aggressive or dangerous behavioural problems will result in cancellation of your booking without refund and we will not be able to continue to provide you our services - Please just talk to us and we can try and work around it with you & your pet; If your pet has ever displayed aggressive or violent behaviour towards humans or other animals, we would strongly recommend that you provide a suitable muzzle for them to wear during walks.
3. The customer must inform Popper's Paws of any personality characteristics/ injuries (current or historic)/ allergies, etc.. that may effect the safe handling & care of your animals while we are providing our services.
4. Full payment for services will be made at time of booking or at least seven (7) days before any services' are carried out in full - Some exceptions can be made but please talk to us beforehand; **Cancellations will be accepted and full refunds provided where more than 24 hours notice is provided; If less than 24 hours notice is provided to us, no refunds will be processed.**
5. In order to facilitate walking your dogs when you are not available, Popper's Paws will need to be provided access to the customers property in order to collect dogs' for their walks or to carry out other pet visits. This can be via an on-site key safe that you provide the PIN code to and that your key will be returned to at the end of the service. Alternatively, you can elect to make Popper's Paws a key holder to your address & provide a separate key to us, in order to effect entry to your address - Depending upon the customers' needs, this can then be posted back through your letterbox/ safe location at the end of the service or if you choose, Popper's Paws can retain this at their own secure premises, to be made available for your next booking. Please note that all reasonable attempts will be taken to prevent accidental loss or damage to your property while we are on site but in the event that this does occur, or in the unlikely event that your keys are lost during a booked service, Popper's Paws do not accept liability and it will be the responsibility of the customer to provide a suitable key replacement.
6. All dogs will be walked on the lead provided unless a prior written agreement has been made with Popper's Paws, either via the new client form or email - We are happy to give your dogs their much needed freedom but want you to have full peace of mind that they are safe in our care if you are not fully confident of allowing someone else to walk them off lead & we do not recommend this unless you are 100% confident of your dogs' recall ability. We have a selection of long training leads that can be substituted for your dog's normal lead, with your agreement.
7. We walk dog's in all weathers but In the event that weather conditions are deemed too dangerous or the customer has deemed them unsuitable to their pets (Some breeds really dislike rain) we will adjust the walk time to take this into consideration, subject to availability or in the event of safety concerns, cancel walks only when necessary (Very high winds, very icy conditions on roads & footpaths, etc..). Where Popper's Paws have made the decision to cancel a walk for safety reasons, full refunds will be offered. At the customers' discretion, any service cancelled for safety reasons can be substituted for a pop-in visit instead, at the originally scheduled time, where travel conditions allow.
8. In the event of injury to your pet, Popper's Paws reserves the right to act on the behalf & best interests of the animal under our care, only with veterinary guidance, and only where all reasonable attempts have been made to contact the owner or the emergency contact that has been provided to us at time of registration. Please ensure to notify us of any changes to these details throughout your time with us as soon as practicable. Popper's Paws do not accept any responsibility or liability for the costs incurred as part of this emergency care.
9. In the unlikely event that your pet is lost or stolen during a booked service, Popper's Paws will take any & all immediate action to try and ensure the quick recovery of your animal & will contact the owner/ emergency contact, as well as law enforcement or local dog wardens (whichever is more appropriate based upon the circumstances) as soon as it is reasonably practicable to do so.
10. Your registration details will only be used for Popper's Paws administrative purposes, treated in the strictest confidence and will never be shared with any third parties. These will be stored in line with General Data Protection Regulations while you are a customer with us. If the customer chooses to terminate their agreement with Popper's Paws for any reason and provides this in writing to us, any details for the customer held by Popper's Paws will be destroyed within 14 days of receipt.
11. At the customers' discretion, photographs of their animals taken during booked services with us may be used through our website & social media platforms to help promote our business and this consent can be removed at the owners discretion at any time.
12. Although we love all animals equally, Popper's Paws will **not** be able to generally offer our services for any dogs currently classed as banned breeds under UK legislation (**which include Pit Bull Terriers/ Japanese Tosa/ Dogo Argentio/ Fila Brasileiro/ XL Bully – Please check current UK legislation for the full list**) or to any other animals currently subject to Dog Control Orders or any other similar UK legislation. Failure to notify Popper's Paws of your pet being classed as a banned breed or subject to any type of Dog Control Order will result in immediate termination of our services, without refund. In the event that a customer has failed to notify Popper's Paws of this information prior to termination of our services, Popper's Paws will not be held liable for any incidents or injuries caused to any other person or animal, while that animal is under our control. Any dogs that Popper's Paws choose to take on subject to these conditions will be the responsibility of Popper's Paws, but copies of all relevant documentation **MUST** be provided by the customer and Popper's Paws must be notified of any changes in circumstances prior to the completion of any services on your behalf.