



**A big, warm welcome to you from Nanny McPets! We offer a professional and friendly service for your pets, whatever their needs, so you can rest assured they are in the best hands while they are with us.**

**Please complete all the sections that cover the services you require**

Services

Dog Walking – Section 1, 2, 3, 4, 7, 9, 10

Cat Pop In – Section 1, 2, 7, 8, 9, 10

Small Pet Day Care – Section 1, 2, 7, 10

Pet Home Visits – Section 1, 2, 7, 8, 9, 10

Pet Taxi – Section 1, 2, 5, 7, 8, 10

Puppy Sitting – Section 1, 2, 7, 8, 9, 10

Dog Boarding – Section 1, 2, 3, 4, 7, 10

Caged Pets Boarding – Section 1, 2, 7, 10

Reptile Boarding – Section 1, 2, 6, 7, 10

House Sitting – Section 1, 2, 4, 7, 8, 9, 10

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## Section 1

### Service Agreement

This signed document is an agreement between Nanny McPets (Pet Service Provider) and ..... (Client). These conditions and the booking form constitute the entire agreement between the client and the pet service provider, and supersede any previous agreement between them.

1. I authorise the pet service provider to carry out pet services as outlined in forms that I have completed and submitted. I agree that all of the completed information sheets and forms provided in association with this document are true to the best of my knowledge and may be used by the pet service provided when needed.
2. The pet service provider reserves the right to terminate this contract at any time, at its sole discretion; likewise, the client may terminate the contract at any time. Notice must be given in writing by either party wishing to terminate the contract.
3. The pet service provider agrees to provide the services stated in this agreement and supporting documents in a reliable, caring and trustworthy manner. In consideration of these services, and as an express condition thereof, the client expressly waives and relinquishes any or all claims against the pet service provider, its employees or assigns, except for those arising from proven negligence of the pet sitter.
4. The pet service provider will not be liable for injury, disappearance, death or fines of any pet with unsupervised access to the outdoors.
5. Customers will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet. Customer agrees to indemnify and hold harmless the pet service provider in the event of a claim by any person injured by the pet.
6. It is expressly understood that the pet services provider should 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 that they are in its care. Client has advised the pet service provider of all situations which will relieve it of liability for damage.
7. Fees are earned upon acceptance of agreement and are due as outlined in attached Policies and Procedures.
8. I authorise the pet service provider to obtain any emergency veterinary care that may be necessary during the time spent with my pet. I accept responsibility for any charges related to this emergency care. I authorise the pet service provider to utilise an alternative veterinarian in the event that my primary veterinarian is unavailable. Every effort will be made to contact the owner prior to emergency care. I agree to reimburse the pet service provider for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
9. The pet service provider accepts no responsibility for security of the premises or loss if other individuals have access to the home before, during or after the term of this agreement.
10. I confirm that all vaccinations, licences, and any other lawful requirement for this service are current.

I authorise this contract to be valid approval for all future services so as to permit the pet service provider to accept my telephone/email reservations and enter my premises without additional signed contracts or written authorisation.

I have completed and signed required veterinary release forms.

I have read and agree to the aforementioned Policies and Procedures, which are part of this agreement. I am aware that I shall keep a signed copy for my records.

Signed \_\_\_\_\_ Date \_\_\_\_\_

(Client)

Signed \_\_\_\_\_ Date \_\_\_\_\_

(Nanny McPets)

## **Policies and Procedures**

### **1. Booking**

- 1.1 The pet service provider will provide a time interval during which visits will occur. If an unforeseen situation arises, the time interval may be adjusted.
- 1.2 Bank Holidays may incur additional fees which you will be advised of at the time of booking.
- 1.3 An in-home consultation is required, prior to reservations, FOR ALL NEW CLIENTS.
- 1.4 All bookings must be made at least 24 hours before arrival date.

### **2. Cancellations**

- 2.1 In the event of cancellations that are notified to us 14 days prior to the start of the booking period, all fees less the non-refundable deposit, will be refunded, or held over for subsequent bookings.
- 2.2 Any bookings that are cancelled between 14 days and 48 hours before the start date of the booking, will require 50% payment for services.
- 2.3 All bookings cancelled within 48 hours will be payable in full.
- 2.4 If the pet service provider, cannot provide the service agreed, we will do our best to arrange an alternative, unless in extreme circumstances, where we will endeavour to give 24 hours notice.

### **3. Aggressive Animals**

- 3.1 The pet service provider will not accept aggressive animals.
- 3.2 The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the client's pet(s) should bite another animal.
- 3.3 Client agrees that on booking services for their dog(s) that they have represented that the dog(s) to have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the client agrees to contact the provider as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or pet(s).
- 3.4 We will not walk unruly or untrained dogs.
- 3.5 If the client's dog(s) whilst being walked shows aggressive tendencies towards the pet service provider or their family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that the service is terminated with immediate effect and the pet is to be returned to the location where it was collected.

### **4. Unforeseen Purchases**

- 4.1 In the event that additional items need to be purchased in the absence of the client – i.e. pet food, litter, cleaning supplies or other necessary items that contribute to the health and wellbeing of your pet, the pet service provider will purchase these, retain a receipt and the pet owner is responsible for reimbursement of these items on their return.

### **5. Keys**

- 5.1 The pet service provider will obtain two copies of your house key during the in-home consultation. One key will be held by the pet sitter while the other key will be coded for security and kept separately to be used only in the case of an emergency or lockout.
- 5.2 It is recommended that your keys remain in the pet service provider's custody for convenience in future use of our service and to confirm services via telephone.
- 5.3 Your keys will be kept in a secured lock system and are coded for your protection.

### **6. Updates**

- 6.1 Please inform us of any changes regarding your contact numbers, your pet's care needs, your emergency contact details and other pertinent information.

### **7. Privacy Policy**

- 7.1 All of your information will be kept private and confidential.
- 7.2 Your pet service provider highly respects our clients' entrusting us with the care of their home and pets.
- 7.3 All of our records will be stored in compliance with the Data Protection Act 1998.

#### **8. Insurance**

- 8.1 All reasonable care is taken to ensure the integrity and suitability of the care provided.
- 8.2 The pet service provider has valid public liability insurance, for the peace of mind of its clients.
- 8.3 The insurance only covers the sitter when working for the pet service provider, for the duration of the selected service, and only for services arranged with the pet service provider.
- 8.4 It is the client's responsibility to ensure that the property, its contents and pets are adequately insured throughout the duration of the assignment.

#### **9. Additional Pet Care Assistance And Other Scheduled Services**

- 9.1 The pet service provider does not accept liability for other persons who will be in your home prior to, during or immediately after our services have been rendered.
- 9.2 Please inform us at the time of consultation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbours.
- 9.3 It is understood that the client will notify anyone with access to the home that the services of the pet service provider have been engaged.

#### **10. Inclement Weather**

- 10.1 You will entrust the pet service provider to use best judgment in caring for your pet(s) and home at the time of inclement weather. The pet service provider will try to carry out your instructions to the best of their ability. However, in cases of extreme weather, we will contact you with alternative arrangements.

#### **11. Medication/Vaccinations/Immunisations**

- 11.1 The pet service provider will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.
- 11.2 Under no circumstances will the pet service provider service any pet that has any form of active contagious illness.
- 11.3 We require a copy of a valid vaccination certificate.
- 11.4 If the pet service provider is bitten or exposed to any disease or ailment received from the clients pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.

#### **12. Pet Waste**

- 12.1 The pet service provider will properly dispose of your pet(s) waste. We do request however, that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed of.

#### **13. Collars/Leads**

- 13.1 Please provide secure collars with appropriate tags for all visits. All dogs will be walked on leads at all times.

#### **14. Fences and cat flaps**

- 14.1 The pet service provider does not accept any responsibility or liability for any clients animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced area.
- 14.2 This includes electronic, wood, metal or any other type of fence, or in a premises that contains an unlocked cat flap.

#### **15. House Cleanliness**

- 15.1 The pet service provider will clean up after your pets to the best of their ability. Please inform them of the designated area for the appropriate cleaning supplies.
- 15.2 The pet service provider is not responsible for carpet/ flooring stains created by your pet(s).
- 15.3 We request that you provide plastic bags, towels, cleaning products, paper towels and bin bags.
- 15.4 If there are accidents above and beyond the normal amount anticipated, we will charge a reasonable fee for clean up time.

#### **16. Household Emergencies**

- 16.1 Details of shut off points for services into the property are to be provided on the Home Information Sheet.
- 16.2 In the event of a household emergency, your emergency contact will be contacted to arrange any remedial work.

#### **17. Thermostats**

- 17.1 Please leave your thermostat settings within a normal comfortable range.

17.2 If the house temperature is outside of this range, the pet service provider will adjust the thermostat to ensure the health and comfort of your pet(s).

**18. Accompanying Visitors**

18.1 A sitter may wish to have either a companion or spouse accompany them on an assignment at no additional costs to the client.

18.2 This must be agreed with the client, and the companion/spouse will have been vetted by the pet service provider and will be subjected to all necessary checks.

**19. Changes to return date**

19.1 The pet service provider carefully schedules our time to serve you and our other clients, therefore, there are no refunds or credits for early returns or last minute changes to pet care.

19.2 In the event that the client is delayed on return, they must inform the pet service provider immediately, and the pet service provider will use its best endeavours to make alternative arrangements for continued cover, even when the original sitter is unable to continue with care following the assignment end date.

**20. Payment**

20.1 The pet service provider accepts cash/cheque/credit card.

20.2 A 25% deposit of the total sum due is payable to the pet service provider at the time of booking.

20.3 The remaining balance is due on or before the first date of the booking.

20.4 Where services are required long term, the client may make payment on a monthly basis.

20.5 Where payment is not received in accordance with these terms and conditions of business, the company reserves the right not to proceed with any previously agreed arrangements, and a cancellation fee will be payable.

**21. Liability**

21.1 The pet service provider 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 it's obligations in relation to the services, if the delay or failure was due to any cause beyond the pet service provider's reasonable control.

I, \_\_\_\_\_ have read, understood and agree to the policies and guidelines of the pet provider. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of the pet service provider.

I request that the pet service provider retains/returns (delete as appropriate) my keys upon completion of each pet sitting assignment.

Signed ..... Date .....

(Client)

**Section 2**

**Booking Form**

**Owner Information**

**Name: Mr/Mrs/Miss**

**First Name:**

**Surname:**

**Address:**

**Home Phone:**

**Work Phone:**

**Mobile Phone:**

**Email:**

**Emergency Contact Name:**

**Telephone:**

**Services Required:**

**Days Required:**

**Start Date:**

**End Date:**

**Until Further Notice Yes/No**

**Pet Information**

Pet Name: Breed: Age: Sex: M/F

Chipped: Y/N

Pet Name: Breed: Age: Sex: M/F

Chipped: Y/N

Pet Name: Breed: Age: Sex: M/F

Chipped: Y/N

**Feeding**

Time of Feed:

Type and Quantity of food to be provided:

Is your dog possessive over food? Y/N

Is your dog allowed treats/titbits?

**Vaccination Record**

Vaccination	Date Received	Administered By:
Canine Parvovirus		
Canine Distemper		
Canine Adenovirus/Infectious Canine Hepatitis		
Leptospirosis		
Kennel Cough (Bordetella Bronchiseptica/Canine Parainfluenza Virus)		

Date of last parasite (internal/external) treatment – i.e. Flea/Tick Treatment

.....  
.....

**I confirm that the above vaccination record is true and correct to the best of my knowledge.**

**Signed:** .....

**Date:** .....

### Section 3

#### Dog Owner Consent

The following consents are required as a part of The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018. This form must be completed for each pet.

1. I give consent for my dog to be fed in the same room and at the same time as other dogs.

I agree                       I disagree (dogs will be separated for feeding)

2. I give my consent for the agreed programme for enrichment for my dog including socialisation, grooming and play. This can include appropriate toys and/or feeding enrichment such as scatter feeders unless veterinary advice suggests otherwise. Details of the agreed programme are:

.....  
.....

I agree                       I disagree

3. I give my consent for my dog to be walked with other dogs not from the same household. (No more than 4 dogs are permitted to be walked together at one time). Dogs will be familiarised with each other beforehand.

I agree                       I disagree

4. I give my consent for my dog to be allowed access to outside areas (i.e. gardens) with other dogs apart from those from the same household.

I agree                       I disagree

5. If there is evidence of external parasites on my dog during their stay (i.e. fleas, ticks, lice, etc) I give my consent for my dog to be treated with an appropriate product authorised by the Veterinary Medicines Directorate and licensed for used in the UK. Treatment will be discussed with a veterinarian before administering.

I agree                       I disagree

6. If my dog requires preventative treatment, I give my consent that this is given under the direction of a veterinarian.

I agree                       I disagree

7. I give consent for my dog to be boarded in the same property as other dogs, not from the same household. (There will be a mandatory trial familiarisation period with the other dogs)

I agree                       I disagree

8. I give consent that my dog can be kept in the same rooms/area as any other dogs from the same household.

I agree                       I disagree

9. I give my consent for my dog to be walked outside of the home environment/garden.

I agree  I disagree

10. I give my consent for my dog to be let off of the lead (an off-lead disclaimer is also required).

I agree  I disagree

11. I give consent for my dog to be housed in a crate for no longer than one hour in any 8 hour period in a crate, unless crates are used as a part of their normal routine.

I agree  I disagree

12. I give consent for my dog to be taken the following veterinarian should it require treatment:

Vet Name:

Vet Address:

Vet Telephone Number :

If this vet is not available or my dog cannot be seen at this vet, I give my consent for my dog to be treated at the vet that they are registered with

I agree  I disagree

13. I give consent for any medication described on my booking form, or any medication prescribed to my dog by a vet in my absence, to be administered to my dog by the person caring for my dog.

I agree  I disagree

Signed:

Dog Owner

Date:

## Section 4

### Off Lead consent Form

I consent to my dog being walked off the lead and agree to the following:

1. To allow Nanny McPets to walk my dog off the lead during any walk in my absence. I understand the potential consequences that could occur to my dog or other dogs of walking my dog off the lead while in the care of Nanny McPets.
2. I agree to release Nanny McPets from all liability should my dog become lost, injured or otherwise harmed which may result from my dog being walked off the lead.
3. Nanny McPets agrees to exercise all reasonable due care to prevent injury or death to my dog when walking off the lead – however in the event of injury/death except those caused by reckless acts on the part of Nanny McPets, Nanny McPets will not be held liable for such injury/death of my dog as a result of off lead walking.
4. I freely and voluntarily enter into the Off Lead Consent with Nanny McPets, and fully understand the above conditions

Signed:

## **Section 5**

### **Pet Taxi**

- Date and time that Nanny McPets Taxi Service is required
- Where you would like your pet to be collected from (Either your home or another location)
- If another location – Provide the full address of pickup location including contact details and secret word
- Where would you like your pet to be dropped off (Either your home or another location)
- Full address of drop off location including contact details if available
- Would you like to travel with your pet

## **Section 6**

### **Reptile Boarding**

Describe your pet's diet (please be specific on type, brand, how much, and how often your pet is fed):

I have provided my own food

All foods that are brought in should be divided into single-portion sizes, placed in separate baggies/ containers and labelled for the meal and day that the portion should be given. This ensures that the correct portion size is given to your pet. Please supply a small amount of extra food in case of extended boarding times or the food needs to be replaced with fresh food.

We carry a limited supply of greens, but do not have mealworms and/or crickets on hand. You are responsible for supplying these items for your pet.

How often does your pet need soaking or misting?

What are your pet's bathroom habits (i.e.: once weekly when soaked, etc)?

We ask that all carriers/cages are cleaned prior to arrival in order to adequately monitor your pet's health and for the health of our other patients at our facility. If necessary, at the doctor's discretion, this service will be performed and charged to the account.

By signing below I agree to be called while on holiday for any questions concerning my pet.

**Section 7**

**Photo Consent**

I, \_\_\_\_\_, hereby grant Nanny McPets permission to use any photographs taken of my pet, in any and all of its publications, including website entries, without payment or any other consideration. I understand and agree that these materials will become your property and will not be returned. I hereby authorize to edit, alter, copy, exhibit, publish or distribute this photo for purposes of publicizing your programs or for any other lawful purpose.

In addition, I waive any right to royalties or other compensation arising or related to the use of the photograph. I hereby release rights to all claims, demands, and causes to action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf of my estate have or may have by reason of this authorization. In signing this consent, I give authorization to use my name and my pet's name and information as printed below.

\_\_\_\_\_  
(Pet's printed name)

\_\_\_\_\_  
(Owner's Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Owner's printed name)

**Section 8**  
**Home Information**

**Security System**

Company Name: ..... Phone Number: .....

Alarm Code: ..... Password: .....

Instructions to arm/disarm: .....  
.....

**Property Emergency Details**

Location of Shut Off Switches: Gas .....

Water .....

Electricity .....

**Additional Services Details**

Where should mail be placed: .....

Rubbish/Recycle Day: .....

Security Check Instructions: .....

Plants to Water: .....

Additional Pets to feed: .....

.....

**Section 9**  
**Key Release Form**

I, ..... (hereinafter referred to as "client"), agrees to give Nanny McPets 2 sets of keys to my home located at .....

Signed:

Nanny McPets will safeguard Client's key(s) in a manner consistent with that of the professional pet/home service industry, which includes tagging, coding and storing of key(s) in a manner that offers reasonable protection to Client in the event of loss or theft of key(s). Following the service period, Nanny McPets will securely retain Client's key(s) for safekeeping until Client contacts Nanny McPets to arrange repossession of key(s).

Please choose one of the following key return options below:

- 1. I would like Nanny McPets to retain my key(s) for convenience and future use.
  
- 2. I would like Nanny McPets to return my key(s) no later than 3 days upon my return.

**IMPORTANT: Nanny McPets will not agree to leave your house key on a counter in your home on our last visit due to possible return delays where your home and pets would be left neglected. The safety of your home and pets are our top priority while you are away. This policy will give peace of mind to both Nanny McPets and Client should arrival home be later than expected.**

**Key Return**

There is no charge to return your house key; however, we will only return key(s) to the Client or Client's representative. (Upon request to Nanny McPets, if Client is not available, Client authorises ..... to accept the key.)

If you would like Nanny McPets to return your house key after your return, you will be asked to sign below confirming that your key has been returned.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

***Unless Nanny McPets has been authorised to keep your key(s), you will be required to sign and date a new Key Release form upon every service requiring key(s) to your home.***

**Section 10**  
**Veterinary Release Form**

Vet Information

Vet Name: ..... Telephone Number: .....

Address: .....

Known medical conditions: .....

.....

**During my absence, Nanny McPets will be caring for my pet(s). In the event of an emergency, I authorise you (veterinarian) to administer medical treatment and will be responsible for payment to you (veterinarian) upon my return.**

I, ....., give Nanny McPets permission to transport my pet(s) to the above veterinarian and authorize treatment in the event of an emergency or sickness.

If this veterinarian is not available, I authorise Nanny McPets to transport my pet(s) to a veterinarian of choice and authorise treatment. If emergency care is needed after regular office hours, my pet(s) may be taken to the nearest Veterinarian Emergency Clinic/Hospital.

I give permission to Nanny McPets to approve treatment up to £..... (input maximum £ amount or “no limit”). I agree to be responsible for all charges upon my return including, but not limited to, vet fees, extra visit fees and transportation fees.

I agree to authorise veterinarian to euthanize my pet in **extreme** circumstances after all reasonable attempts have been made to reach me or my emergency contact.

In the event of my pet’s death, I would like the pet cremated / kept at vet / other:.....

I agree that Nanny McPets is released from all liability related to transportation to and from veterinarian and treatment for sickness or emergency.

This release will remain valid for all current and future visits unless a new release is signed.

Signed .....

Date: .....

**Section 11**

**Additional Information**