

By signing/accepting/booking any service, you (the customer) agree that you have read, understand and accept all terms, conditions, and statements of this agreement. Any exceptions to these terms must be proposed in writing before this agreement is accepted. This agreement applies on every occasion your pet is in the care of Paramount Pet Services.

1. Declaration and Relationships

It is implied that you declare that you are the legal owner or approved guardian of the pet(s) being serviced by Paramount Pet Services, and that all information and details provided are true, correct and complete to the best of your knowledge at the time of submission, and that you will update any information as soon as possible should it change.

It is expressly understood that the owner retains the services of Paramount Pet Services as an Independent Contractor and not as an employee.

2. Bookings and Services

All bookings of all services are subject to these Terms and Conditions. Information given in the initial registration form will be used for all subsequent bookings unless we are notified otherwise.

Paramount Pet Services reserve the right to walk your dog(s) with multiple other dogs from different households at the same time, unless the service booked is specifically a solo 1-2-1 walk, but the total number of dogs walked at one time will not exceed [6] in line with general guidelines of most public spaces and Paramount Pet Services' insurance.

All owners are required to give Paramount Pet Services access to their home in their absence purely for the purpose of completing the agreed service. A key/fob may be given to Paramount Pet Services to keep securely in their possession - please be assured that this key will be used for no other purpose and will be kept safe and returned to the customer on demand. A key/fob may be left accessible in the owner's chosen location (i.e. under a doormat or flowerpot) however Paramount Pet Services will not be held accountable for any lost, stolen or damaged keys when not directly in their possession. A code to a key box or similar may be given and should be detailed in your customer information provided. In the event of a lost, stolen or damaged key/fob whilst in Paramount Pet Services' possession, an exact replacement or monies to that value will be provided.

Where a dog/cat flap is fitted, it is the owner's sole responsibility to ensure that the garden and its fences are secure. It is not Paramount Pet Services' responsibility to check this before leaving your dog following any provided service.

Your pet(s) will be left in the location in your home in which they are found unless specified; any belongings left in reach of your pet(s) are the customer's responsibility and no accountability or responsibility for destroyed property or injury arising from items or furnishings in your home lie with Paramount Pet Services.

Bookings made for services which take place before 8am, after 5pm or at any time on weekends or public holidays will incur an extra charge of up to £5.00.

Bookings should ideally be made no later than 12 hours before the desired service start time.

All times given to customers upon booking are approximate as due to unforeseen circumstances such as traffic they are subject to change within 20 minutes of the given window without contacting the customer. In the event of any drastic changes to the time of service the customer will be notified.

3. Your Pet(s)

All pets must have up to date inoculations (including Bordetella/Kennel Cough in dogs), and be parasite free and in good health prior to any service being booked with Paramount Pet Services. Any medical conditions, medications given, allergies, training details and general behaviour information must be disclosed prior to booking. Your dog/cat must be microchipped and it is preferable that the microchip number is supplied. It is advised that your pet be insured against sickness, accident or injury and third party liability.

In admitting your pet(s), you understand and accept that Paramount Pet Services have relied on your representation that your they are in good health and has not harmed or shown aggression or undue threatening behaviour toward any person or any other animal unless stated. You further agree to notify Paramount Pet Services of any unwelcome, aggressive, procreative, or dangerous behaviour that has potential to cause harm to any other pet or individual when in their care.

Paramount Pet Services will inform the owner of any incident or observations which the owner ought to know about. Your pet(s) will be cared for to the best of Paramount Pet Services' ability, ensuring they are not a nuisance or danger to any member of the public, or any other animals and wildlife.

Should your pet(s) attack/be involved in a fight with another animal/person, causing injury to that animal/person, or sustain any accidental injuries despite best supervision, that you the owner are responsible for any losses incurred as a direct result including (but not limited to) payment of vet fees in respect of injuries to another animal caused by the owner's pet(s).

Paramount Pet Services are authorised to act on your behalf in the event of illness or injury and take your pet to be seen by a veterinarian, and make decisions regarding your pet's health and wellbeing providing they are acting in the best interests of the pet(s); that they have made every attempt to contact you or your supplied Emergency Contact first and that it is on the advice of a qualified veterinary surgeon. Vet bills that your pet(s) may incur which are not the result of Paramount Pet Services' negligence will be met or reimbursed by the owner.

4. Dogs

Under the Control of Dogs Order 1992, all dogs must wear a collar and an identity tag in a public place supplied by the owner, with the tag detailing the address and contact number of the owner. Any equipment that you require your dog(s) to wear or use such as balls, halters, harnesses, leads, muzzles or protective/safety equipment must be supplied and explained by the owner, however Paramount Pet Services may use their own leads and safety equipment, and carry all walk necessities such as poo bags, treats, water and first aid.

If you are unhappy for your dog(s) to be let off lead when in a safe environment to do so, this must be specified to Paramount Pet Services explicitly. It must be detailed any specific occasions when your dog(s) must be put back on the lead for dog, walker, public and wildlife safety. The owner takes full responsibility for any disappearance of their dog(s) and their dog's full actions whilst off lead.

5. House Sitting/Pet Care

The owner must ensure the residence is fit for Paramount Pet Services to occupy for the duration of the stay in the incidence of house sitting, and provide all food and sundry items and equipment for the care of animals. No persons or pets other than those specified to Paramount Pet Services are permitted to live at the premises during the entirety of the service.

The home owner, or their authorised agent, may enter the premises during the terms of this agreement in an emergency (including to make urgent repairs), the premises have been abandoned, at any time with the consent of Paramount Pet Services.

Paramount Pet Services will not be liable for any costs relating to the upkeep of the home during the stay; any emergency costs such as emergency maintenance, replacement of necessities for the pets or urgent veterinary care not relating to negligence on behalf of Paramount Pet Services will be reimbursed by the customer.

6. Grooming

Additional charges will be added to your total if your pet is found to have fleas, is severely matted/neglected or aggressive. A late fee of up to £5.00 per 30 minutes will be applied if your pet is not dropped off on time or collected within 30 minutes of the owner being informed they are ready to leave.

Paramount Pet Services do not offer veterinary treatments such as anal gland expression, teeth cleaning, removal of ingrown/overgrown nails or cysts.

Owners must notify Paramount Pet Services of any allergies prior to grooming. If your pet displays any negative symptoms or allergic reactions after grooming that are not relating to any negligence, no responsibility is held by Paramount Pet Services.

If the owner requests a service that is not advised by the groomer in their professional opinion such as shaving a double coated dog, Paramount Pet Services accepts no liability for any repercussions of completing that service.

Paramount Pet Services reserves the right to stop the groom and request pick up of the pet without completing the groom at any time.

7. Payment and Cancellation

Payment for services is accepted by cash or bank transfer (BACS), and must be made no later than the last calendar day of the month in which the service(s) is completed. Any payment made

after this date, or the date specified on the invoice sent, will incur a Late Payment Fee of £5.00 every week it is overdue, starting from 24 hours overdue. If payment is not made within one month, including all late payment fees incurred, Small Claims court will be contacted.

Monies must be left in a safe place out of reach of pets - Paramount Pet Services accept no liability to any destroyed or damaged cash and cannot accept it as payment if found this way.

Any service cancelled by the customer with less than 12 hours notice will be charged and payable at full price. Services cancelled by the customer with more than 12 hours notice will not be charged. In the event of sickness or cancellation on behalf of Paramount Pet Services, the customer will not be charged. Paramount Pet Services holds the right to cancel or refuse service at any time.

8. Social Media

It is implied that owners consent for their pet to be photographed and/or videoed, and for the footage to be used in any format including social media posts/website/advertising and marketing without prior approval. All content is subject to Copyright and remains the property of Paramount Pet Services.

9. Data Protection

All information submitted to Paramount Pet Services, in line with The Data Protection Act 2018, will be:

- used fairly, lawfully and transparently and only for specified, explicit purposes
- used in a way that is adequate, relevant and limited to only what is necessary
- accurate and up to date
- kept for no longer than is necessary
- handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

You have the right to:

- be informed about how your data is being used and access personal data
- have incorrect data updated and data erased
- object to how your data is processed in certain circumstances

Your information will not be shared with anyone outside of Paramount Pet Services.