



Gone To The Dogs Dog Walking Agreement
Booking with us implies that you agree to our terms and conditions.

Clients Details

Dog's Name: _____

Owner's Name: _____

Address: _____

Email Address: _____

Contact Phone Number: _____

Emergency Contact Person: _____

Contact Phone Number: _____

Veterinarian and Phone Number: _____

Dog's Date of Birth or Age? _____

Has your dog ever shown aggression towards other people or animals? _____

If so, please describe situations that may trigger this:

Is your dog a male or female? _____

Is your dog spayed or neutered? _____

Is your dog a stud dog or brood bitch? _____

If your bitch is entire, when was she last 'in season' _____

Does your dog have any medical conditions? _____

If so, please list what these are: _____



MEET AND GREET

Before services are scheduled with Gone To The Dogs, we must come out to your home to meet with you and your dog/s and discuss your needs in detail. This must be done before we are able to provide any further service, to ensure that your needs are assessed before we make a commitment to providing services.

Your dog/s will then be taken for a walk on either a Monday or a Friday for an on leash and re-call assessment and then the following Monday or Friday will be introduced to a single group walk. After these two walks have been assessed then we can introduce your dog to one of our group walks, run on Tuesday, Wednesday and Thursday.

These meet and greet assessment walks will be charged at the normal rate of \$35 per 60 minutes.

BOOKINGS

Pet services and walking can be booked via email at www.gonetothedogs.org.nz or via telephone 027 512 2482, and once you receive a confirmation email then you are all booked and ready to go. Messages left via voicemail or sent by text will not be considered confirmation of a booking. We would like to also add that when we are out walking dogs, our hands may be full and we are sometimes unable to answer every phone call. Please leave me a message and I will either call you back or email you as soon as I am able.

RATES AND FEES

All rates and fees can be accessed through our website. These are subject to change from time to time, but we will always endeavour to give our clients a minimum of two weeks' notice with any changes.

CANCELLATION POLICY

Cancellations for Dog Walking Services are permitted up to 24 hours in advance of service with no charge. Cancellations made within the 24 hour period of service will be charged in full; however I do permit one free cancellation per calendar month to allow for emergencies that sometimes occur.

PAYMENT

An invoice will be generated at the time of booking and emailed to the email address provided by you. Payments for all services are to be paid in full at the time of booking or on the day of service, prior to the commencement of the service. Ongoing clients, on a regular basis, will be billed at the end of the calendar week. Accepted methods of payment are cash or online via Internet Banking – details will be provided on invoice.

PAST DUE ACCOUNTS

Any fees more than 30 days past due will be sent for collections. The client is responsible for all costs of collection.

EQUIPMENT

Leashes and treats will be provided by the dog walker unless otherwise specified by you during our meet and greet. You must ensure your dog is wearing an appropriately fitted collar and a registration tag.

EXTREME WEATHER AND NATURAL DISASTERS

We walk dogs year-round, however if there is adverse conditions on the day of your scheduled walk, we do have sheltered locations we can take your dogs to protect them from the ever changing weather conditions. If dogs are required to wear protective clothing, please leave this in an obvious location when we come to pick them up.

There are exceptions for rare instances of extreme weather or natural disasters eg: lightning storms, torrential downpours, floods, earthquakes etc or when our wet weather walk routes are made treacherous due to excessive rain. At these times we may have to cancel your booking. Gone To The Dogs will either reimburse your booking or re-schedule for another time.



Should we be unable to reach your home due to poor weather conditions or in case of a natural disaster, Gone To The Dogs will contact you by phone to let you know of the situation. We will then work together with you and your emergency contacts to ensure that your pet receives adequate care.

If we reach your home in extreme weather, we will take your pets out for a brief potty break and a short exercise in your yard. We will only bill you for the time spent with your pets in this case, as this may only take up to 30mins, unless you request longer.

TERMINATION OF SERVICE

Gone To The Dogs reserves the right to deny services or terminate services because of safety concerns, financial issues, failure to comply with policy, inappropriate or uncomfortable circumstances.

Please note:

Policies and procedures and terms and conditions are subject to reasonable changes and amendments, which may be implemented from time to time. The current version of our Terms and Conditions will be available on our website.

SCOPE OF DOG WALKING SERVICES

All Dogs walked by Gone To The Dogs must be registered and vaccinations up to date. An ID tag with contact details is also highly recommended.

Gone To The Dogs will only walk dogs that are relaxed and well socialised, especially with children and other dogs – if they are not, then they may be suited for a one on one walk with us. We are unable to walk dogs that have issues with aggression and have bitten people or other dogs.

If the owner agrees (subject to a recall assessment which will be undertaken in a safe fenced off area) the dog may be allowed off-leash after a short trial period spent walking on-leash. All dogs will undergo a recall assessment before any off-leash walking occurs.

The owner agrees, should their dog become ill with any condition that is contagious (kennel cough, conjunctivitis etc), the client will inform Gone To The Dogs immediately. Alternative arrangements will need to be made for the contagious dog until the appropriate incubation period for the condition to clear up fully.

DOG WALKING PRICING AND PAYMENT

All Dog Walking fees must be paid in full before service commences unless otherwise specified.

Daily Dog Walking fees are as follows: (Pickup/Drop off timings are not factored into walking times)

One Dog: \$35 per 60-90 minute walk

Second Dog from the same family (must live together): \$30 per 60-90 minute walk

Puppy Visits fees are as follows:

One Puppy in home visit: \$25 per 30 minute visit

Puppy Socialisation fees are as follows: (Pickup/Drop off timings are not factored into session times)

One Puppy: \$40 per 60 – 90 minute session

Second Puppy from the same family (must live together): \$35 per 60 – 90 minute session



General Terms and Conditions

I acknowledge and agree to the follow terms and conditions:

Gone To The Dogs undertake to treat all dogs with the utmost care and respect, and are committed to their health, welfare and well-being. Whilst every care and attention is taken during walking or in transit, responsibility for dogs can only be accepted at the owner's own risk, and Gone To The Dogs will not be held responsible for any issues, health, accident or otherwise, death, illness or loss for any reason whatsoever.

Any accessories must be clearly named or identifiable.

HEALTH & WELLBEING

That while Gone To The Dogs will take all reasonable care, they cannot be held responsible for injury, death, loss or damage of any kind that may occur to either my animal or their accessories (e.g. leads, toys, bedding).

In the event that an animal is observed to be unwell, or becomes injured, I authorise Gone To The Dogs to seek any veterinary attention deemed necessary. Gone To The Dogs will attempt to take your dog to your regular veterinarian, if this is not possible, Gone To The Dogs will seek treatment from their own regular veterinarian. I agree to accept responsibility for payment of these veterinary charges.

I am aware that Gone To The Dogs cannot walk my female dog while she is "in season", as this is not appropriate for a group walking service. Should I require Gone To The Dogs to walk my "in season" female, this may be arranged, at the discretion of Gone To The Dogs, and will incur an extra charge.

I will inform Gone To The Dogs if my dog is an entire male used at stud.

If your dog has an existing medical condition it is crucial that we know about it in advance.

VACCINATIONS

I understand that some animals will have a limited response to vaccination i.e. less protection or no protection at all. That some vaccines help reduce the severity of a disease rather than provide complete protection and new strains of virus may develop that current vaccines do not protect against these. I also understand the general incubation period is 14 days so there is a chance that my dog may come into contact with another carrying a virus, but not yet showing symptoms and cannot hold Gone To The Dogs responsible.

NO CURRENT VACCINATIONS = NO WALKING

My dog(s) is/are fully vaccinated against Canine Parvovirus, Canine Distemper Virus and Canine Adenovirus (hepatitis), Leptospirosis and Canine Cough.

Canine cough in dogs may involve a combination of multiple viruses and or bacteria and vaccination is not 100%.

I will inform Gone To The Dogs if my dog becomes unwell with one of the above virus' within 14 days of any service provided.

RISK

I have provided all information concerning special problems or behaviour of my dog/s and special diets, allergies or medications that may pose a risk to my dog, other animals, other people or staff, and will update relevant information during provision of services.

If my dog causes injury to another animal, person or property I will be responsible for all related expenses.



COMPATIBILITY

In the event that my dogs' needs are deemed incompatible with the facilities/staff at Gone To The Dogs, or other trainers and their dogs, I may be required to withdraw my dog from group walking. This will be discussed with me to see if suitable alternatives can be agreed.

Gone To The Dogs reserve the right to refuse to walk any dog that is clearly unwell, or considered to be of danger to staff or other animals.

CHARGES & PAYMENT

Full payment is due prior to my dog's first walk.

Current charges are posted at the premises and on the website.

I understand that Gone To The Dogs reserve the right to charge for additional services and requirements, these surcharges are additional to the walking rates.

All prices quoted will be at the current rate at time of booking. Gone To The Dogs reviews prices annually.

All dog details are input onto our computer system and updated at each visit, and I agree it is my responsibility to produce correct and current vaccination certificates upon request, to keep relevant dog details updated, to adhere to hours of attendance and terms and conditions of Gone To The Dogs.

PRIVACY

Gone To The Dogs stores all personal information submitted by the owner in a secure place, and only uses it for the sole purpose of providing Dog Care Services. Gone To The Dogs complies with the 'Privacy Act 1993' and will not under any circumstances divulge any information submitted to a third party unless compelled to by law.

HEALTH AND SAFETY

Gone To The Dogs will comply with the 'Health and Safety at Work Act 2015' along with all applicable regulations. A copy of Gone To The Dogs Health and Safety Policy is available on request. The dog owner must have provide assurance that their dog/s have not shown any aggression to humans or other animals before Gone To The Dogs will accept them for their services.

DISPUTE RESOLUTION

We will endeavour to resolve any dispute. Please notify us as early as possible of any issues or concerns.

LIABILITY

The client shall indemnify and hold harmless Gone To The Dogs, and their employees and partners, of and from any and all claims, demands, losses, causes of action, damage, lawsuits, judgments, including lawyer's fees and costs, arising out of, or relating to their work.

I have read and agree to Gone To The Dogs full terms and conditions, copies are available for your records, please ask us, these are also on the wall at the premises and on the website at www.gonetothedogs.org.nz

Booking with us implies that you agree to our terms and conditions.

Signature: _____

Date: _____

Payment to be made to:

Gone To The Dogs - TSB Bank Ac No. 15 3951 0383039 10