



Barktastic
80 Manitoba Avenue
Howden
Livingston
EH54 6LL
07521 593 599

Terms & Conditions

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals.

- Proof of vaccination are required
- Please note **The Control Of Dogs Order 1992** mandates that any dog in a public place must wear a collar with the name and address of the owner engraved or written on a tag, whether the dog is chipped or not.
- Barktastic are not vet nurses. We have had experience in administering medication, and if customer wishes Barktastic to administer medication to their pet we will do so, but are not liable if something does go wrong, or pet has a reaction to the medication.
- Although we hold qualifications in animal behaviour and dog training, any advice given with regards to these subjects is not professional advice. Therefore, we can not be held liable for any outcomes resulting from the advice given.
- We cannot accept bookings for badly behaved or aggressive animals. Barktastic may terminate an engagement immediately if it is reasonably thought that a Pet is badly behaved or aggressive either towards humans, animals or property. You will be liable if your pet injures a third party, any property or any other dog.
- You must ensure that your Pet is in good health and free from fleas and is adequately wormed. If Barktastic believes that your Pet is not in good health we reserve the right to seek veterinary advice on your behalf and you will be liable for the veterinary fees.
- If it becomes necessary, your animal will be taken to a veterinary surgeon. You are responsible for any fees that are reasonably incurred during your absence or during the course of an assignment.
- All efforts will be made to contact the owner in the event of an emergency. We recommend owners provide us with a contact number of a trusted 3rd party should we be unable to make contact. However, we reserve the right to make decisions regarding your dog's health provided it is at all times acting in the best interests of the dog and on the advice of a veterinary surgeon. Owner is responsible for payment of any veterinary fees incurred by us.
- Owner accepts full liability for any loss or damage cause by the dog whilst in the care of Barktastic and the owner is financially responsible for any loss or damage to property unless damage is caused by the negligent act of the company
- Unpaid service may be cancelled without notice, including prior to or during the service period.

- Payment is required within 7 days of invoice and must include any additional fees or charges. Cheques and cash are accepted at this time. Client understands this contract and takes responsibility for prompt payment of fees. Client authorises this signed contract to be valid approval for future services of any purpose provided by this contract permitting Barktastic, to accept telephone, online, mail or email reservations for service and enter premises without any additional signed contracts or written authorisation.
- Cancellation Charge Schedule:
 - 0 - 48 hours prior to any service, and/or Holidays: Payment is required in full. Customer must pay all money required for the services cancelled. (no refunds)
 - 2 - 7 days prior to service: 20% of service total is due (equals an 80% refund)
 - 8 days prior to service or more: No charge, refund in full.
- Barktastic is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Pet Owner agrees to secure home prior to leaving the premises. Barktastic will re-secure the home to the best of its ability at the end of each visit. While keys are in the possession of Barktastic, they will be either on their physical person, or be properly stored an undisclosed location.
- The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any and all locations the owner designates for service.
- Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches. Barktastic **will not** be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
- Pet Owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc...) for walks or in case of emergencies, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter. Pet Owner authorises any purchases necessary for the satisfactory performance of duties. Pet Owner agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse Barktastic within 14 days for all purchases made.
- Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a member of staff, or any other persons, by the Pet. Customer also agree to indemnify, hold harmless, and defend Barktastic, in the event of a claim by any person injured by the Pet.
- Barktastic reserves the right to terminate this contract at any time if a member of staff; in his/her sole discretion determines that Owner's pet poses a danger to the health or safety of itself, other pets, other people, or the member of staff.
- Barktastic agrees to provide services stated in this agreement in a reliable, caring and trustworthy manner.
- Client agrees to notify Barktastic of any concerns within 24 hours of return.

- Client understands that this contract is for the services stated only and will not include any training. If we do offer training this will be to help us control the animal so either person or animal gets hurt
- This agreement is valid from the date signed, and replaces any prior Legal Considerations agreements. Client agrees to any future Barktastic term changes relayed verbally to the client, mailed or emailed in writing to the client, or posted on our website.
- The owner states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.
- Barktastic respects your privacy. We will only collect, store and use your personal information for defined purposes. We use your information to support and enhance our relationship with you, for example, to process the services you require and provide support. We do not sell your personal information. We only share your personal data with your consent, as required by law. At any time you may contact us with any privacy questions or concerns you may have. You also may ask at any time to see the personal data you have given us and request correction or deletion.
- These conditions and any contract to which they apply are governed in all respects by Scottish Law with jurisdiction of the courts of Scotland

I have reviewed this service contract for accuracy and understand the contents of this form.

Client Signature: _____ Date: _____

Print Name: _____

Please make a copy of this contract for your records