



DOG CARE CONTRACT

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GENERAL TERMS AND CONDITIONS OF BUSINESS

Use of the services of *LEBO'S FRIENDS DOG WALKING* will be deemed acceptance of the following terms and conditions.

DEFINITION – Any word or expression which is given a specific meaning in this Contract, will have the same meaning wherever it appears.

CLIENT – Dog's owner, Dog's guardianship or any legally authorised person nominated by the Dog's owner. "You" and "Your" are all terms which refer to the Client.

CLIENT'S DOG – Solely the Dog(s) named in the signed contract, whose full information has been disclosed in the contract.

LEBO'S FRIENDS DOG WALKING – Yvette Fouché, self-employed and business owner, trading as *LEBO'S FRIENDS DOG WALKING* (registered Business Name No. 497061) or any other person with a written authorisation from *LEBO'S FRIENDS DOG WALKING*, on the condition that Yvette Fouché has personally informed the **Client** that someone else is going to fulfil the service instead of Yvette Fouché. "We", "Us", "Yvette Fouché", "Our", "Its" are all terms which refer to *LEBO'S FRIENDS DOG WALKING*

- The **Client** is allowed and advised to ask any person presenting him/herself to the **Client** in the name of *LEBO'S FRIENDS DOG WALKING* to show the written authorisation given and signed by *LEBO'S FRIENDS DOG WALKING*.
- The **Client** is strongly advised against letting anyone taking care of the **Client's Dog** instead of *LEBO'S FRIENDS DOG WALKING*, without seeing the signed authorisation and having been informed of this change beforehand.
- *LEBO'S FRIENDS DOG WALKING* is released and waived of any and all liabilities and responsibility if anything happens to the **Client's Dog** if the **Client** lets somebody else take care of their dog without seeing the authorisation.

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DOG CARE CONTRACT – "Contract", "Dog Care Contract", "Agreement" and "Contractual Agreement" are all terms which mean the present contractual agreement and its appendices.

LEBO'S FRIENDS DOG WALKING HOLIDAYS – No services will be provided during the week including the 24th of April and the week including the 11th of November. For the last week of December and the first week of January (Christmas Holiday), services will be provided only if booked and paid in full (including a 15% Holiday Fee) before the 1st of December.

HOLIDAYS AND BANK/PUBLIC HOLIDAYS – The Weeks including Christmas Eve / Christmas Day and New Year Eve / New Year's Day, St Patrick's Day, Good Friday and the Easter weekend, May Holiday, June Holiday, August Holiday and October Holiday: At these times, 10% will be added to the usual price of service (15% for Christmas Holiday).

PERSONAL EMERGENCIES, ACCIDENTS OR ILLNESSES – In this event, **LEBO'S FRIENDS DOG WALKING** will notify the **Client** as promptly as possible. We will do our best to find a Back-up person. In the event that **LEBO'S FRIENDS DOG WALKING** cannot find on time a Back-up person, fees for missed services will be reimbursed or credited to the **Client's** account.

EMERGENCY CONTACTS – At least 2 people nominated in order of preference who are able to make a decision in the event of emergency veterinary care.

EMERGENCY GUARDIANSHIP – One person designated to care for your dog in the unlikely event that you are unable to return and assume care of your dog.

CLIENT'S PRIMARY VET – Veterinarian or veterinary clinic named in contract by the **Client**, to be contacted first in case of need.

CLIENT'S SECONDARY VET – Veterinarian or veterinary clinic named in contract by the **Client**, to be contacted in case of need, if the **Client's primary Vet** is unavailable.

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TREATMENT – Any examination, consultation, advice, tests, x-rays, medication, surgery, nursing and care, which is required to treat a Bite, an Illness or Injury.

MEET&GREET – A Meet&Greet is a compulsory meeting prior to any service being given in the interest of the **Client**, the **Client's dog** and **LEBO'S FRIENDS DOG WALKING**.

- The objective is to discuss the requirements of the Client and the Client's dog, any medical and behavioural conditions of the dog and to ensure the compatibility of the Client's dog and **LEBO'S FRIENDS DOG WALKING**.
- It allows the Client to ask any questions they might have and **LEBO'S FRIENDS DOG WALKING** to go through the **Client/Dog Card** and the contract.
- A 10-minute trial walk will take place during the meeting to assess how the dog behaves on the lead. If this 10-minute walk is satisfactory, the present contract will be signed and the first service booked and paid for.

24-HOUR MEET&TRY – Meet&Try is an essential 24h trial boarding. The objective is to validate the Client's Dog's compatibility with the boarding service.

MEMBERS – Clients who have signed a contract for at least a week worth of services and who are under an on-going contract are registered as Members with **LEBO'S FRIENDS DOG WALKING**.

KEY KEEPING – Keys/Set of key(s) kept at **LEBO'S FRIENDS DOG WALKING's** head office.

KEY KEEPING CLIENTS – Clients for whom a set of keys is kept by **LEBO'S FRIENDS DOG WALKING** but who are not registered as Members.

KEY KEEPING MEMBERS – **Members** whose sets of key(s) are kept at **LEBO'S FRIENDS DOG WALKING's** head office.

MEMBERS-ONLY OFFERINGS – **Registration; Last-minute booking** service on the day; Payment facility; Payment by Direct-debit for 6-month contract of weekly

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walks, which gives an extra €50 off the price of contract. Cumulative Discounts for **Referrals** (limited to 2 discounts per booking).

REGISTRATION/REGISTERED MEMBER – Registration is a free service offered to Members who are Key Keeping Clients. Once registered, Members will be referred as **Registered Member**. **Registration** gives **priority booking**, 4 cumulative discounts for Referrals and preferential fees (when applicable).

REFERRAL – If a Client refers a friend, they get a discount in their next booking equal to 10% of the purchase by the referred friend, while the friend gets 10% off his/her first order - discount non-cumulative with any other discount.

BOOKING – Bookings must be made in advance. An early booking is recommended particularly at Holidays time, for Dog boarding and Dog sitting.

- **A Booking is only valid when payment has been confirmed;** until then it is only a pre-reservation.
- Bookings are taken on the basis of first come / first served, except when a booking is made by a **Registered Member**, who has **Priority Booking**.
- Bookings can be made in person at the **Meet&Greet** or **Meet&Try**, by email (booking@dublindogwalking.eu), by phone (0857796409 if confirmed by text or email), by text, and on **LEBO'S FRIENDS DOG WALKING's** website. Except when payment is made by cash in person, the booking is on word until confirmation of payment.

PRIORITY BOOKING – Priority booking is an offer exclusively to **Registered Members**. It applies when two or more clients wish to book a service at the same dates and/or times.

LAST-MINUTE BOOKING – Last-minute booking is subject to an additional fee of 50% (only 35% for Registered Members) and is defined as follow (except for Christmas Holidays where Last-minute booking does not apply):

- Dog minding: Less than 24h prior to service
- Dog sitting: Less than 48h prior to service

- Dog Boarding: Less than 72h (3 days) prior to service
- Walk/Cycle: ⇒ Less than 6h prior to service for single walk/cycle
 ⇒ Less than 24h before the start of the week for a week walk/cycle
 ⇒ Less than 48h before the start of the month for a Month Contract
 ⇒ Less than 72h before the start of the month for a 3 & 6 Months walk
- Last-minute booking is only available to **Key Keeping Client and Key Keeping Members**.
- Last-minute booking made on the day is limited to **Registered Members**.
- Dog Boarding is open to Last-minute booking only to **Registered Member** whose dog have successfully undergone a Meet&Try.
- Last-minute booking cannot be guarantee as it depends on **LEBO'S FRIENDS DOG WALKING's** availability at the time of booking.

LATE BOOKING – Late booking is subject to an additional fee of 25% (only 15% for Registered Members) and is defined as follows (except Christmas Holidays where Late Booking does not apply):

- Dog minding: Less than 2 days prior to service
- Dog sitting: Less than 4 days prior to service
- Dog Boarding: Less than a week prior to service
- Walk/Cycle: ⇒ Less than 36h prior service for single walk/cycle,
 ⇒ Less than 48h before the start of the week for a week walk/cycle,
 ⇒ Less than 5 days before the start of the month for a Month Contract
 ⇒ Less than 10 days before the start of the month for a 3 & 6 Months walk

FUTURE SERVICES – The **Client** approves future services by **LEBO'S FRIENDS DOG WALKING** and permits **LEBO'S FRIENDS DOG WALKING** to accept

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telephone reservations from clients (on the express condition that the booking is confirmed by text following the phone call) from the **Client** and to enter premises as arranged without additional signed contracts or subsequent written authorisation(s).

CLIENT/DOG CARD – The Client/Dog Card appendix contains information about the Client and the Client's Dog. It describes the dog **LEBO'S FRIENDS DOG WALKING** will care for, and records all relevant information concerning health conditions, known behavioural issues, exercise routine, feeding, care, obedience, emergency contacts and the Dog's veterinarian. It describes the services required by the Client. It also contains information relative to the Client's house (complementary to that given in this contract). Full disclosure must be made in this document, which is an appendix of this Contract.

EMERGENCY MEDICAL CARD – The Emergency Medical Card appendix contains information about the Client's name and contact details, the Emergency contacts (in case the Client cannot be contacted), a description of the Client's Dog and a brief recapitulation of the dog's health conditions, date of vaccinations and additional details about the veterinarian to be contacted if needed. It also contains the Contractual Agreement in relation to medical care between **LEBO'S FRIENDS DOG WALKING** and the Client; a letter to the Veterinary Surgery, which must be provided in three copies (one for each party); and finally a report of the Emergency Medical Care (to be completed by the Veterinarian) in the unlikely event that the Client's Dog needs Emergency Care. Full disclosure must be made in this document, which is an appendix of this Contract and the document completed.

EMERGENCY PET GUARDIANSHIP CARD – This document indicates who should assume emergency guardianship of the Client's Dog in the unlikely event that the Client cannot/is unable to return.

MEDICATION LOG CARD – This document is to be completed only if the Client's Dog is to be medicated while in the care of **LEBO'S FRIENDS DOG WALKING**. Its

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object is to describe the medication, where it is stored, the prescription's instructions for administering the medication and any related information.

CYCLO-TAXI CARD – This document is used as a booking card, a report card and a temporary invoice. It describes the service required by the Client. Two copies will be made, one for Client and one for *LEBO'S FRIENDS DOG WALKING*.

REPORT CARDS – The report cards below are to be completed at the end of each service. Two copies will be made, one for the Client to know what happened and one for *LEBO'S FRIENDS DOG WALKING's* own records.

- **Report Card - Dog boarding - minding - sitting**
- **Report Card - Dog walking - cycling**
- **Report Card - Additional services**

INCLEMENT WEATHER POLICY – In the interest of both your dog and *LEBO'S FRIENDS DOG WALKING*, services will not operate outdoors if the temperature is below 0°C or if high winds or heavy rain prevent normal exercise conditions. In the event of inclement weather, the dog will be given a toilet break and the rest of the time will be spent playing indoors.

INSURANCE – *LEBO'S FRIENDS DOG WALKING* is insured with . Insurance covers Public Liability, Dog walking, Dog cycling, Cyclo-taxi service, Dog/cat minding/sitting. The cover excludes outdoor cats and all dogs listed in Control of Dogs Act 1986 & 1992 as restricted breeds.

- For restricted breed dogs, the **Client** must sign a release before *LEBO'S FRIENDS DOG WALKING* can agree to care for them and the dogs must respect the regulations in place, by wearing a muzzle and having a strong lead not longer that 2 metres.
- Is also excludes for insurance reasons job share, whether with other professionals, friends or family members.

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RESTRICTED BREEDS – American Pit Bull Terrier, Bull Mastiff, Doberman Pinscher, English Bull Terrier, German Shepherd (Alsatian), Japanese Akita, Japanese Tosa, Rhodesian Ridgeback, Rottweiler, Staffordshire Bull Terrier or any cross breed of these dogs. Those dogs must comply with the regulations in place, by wearing a muzzle and having a strong lead not longer that 2 metres.

INJURY CAUSED TO LEBO'S FRIENDS DOG WALKING BY CLIENT'S DOG – In the event that the **Client's Dog** bites or injures any members of **LEBO'S FRIENDS DOG WALKING**, the **Client** will be liable for any and all medical costs (including but not limited to emergency services, examinations, diagnosis, treatments, medications) borne by **LEBO'S FRIENDS DOG WALKING** for medical care.

- In addition, if **Yvette Fouché** is prevented from working because of an injury caused by the **Client's Dog**, the **Client** will be responsible for compensation every day of work missed, up to a maximum of 3 days in case of immobilisation less than 7 days at the current rate of €140 a day.
- For immobilisation between 7 days and 14 days, **Yvette Fouché's** indemnity will be equal to 10 days of work (currently €1400).
- For immobilisation between 15 and 30 days, the **Client** will indemnify **Yvette Fouché** €2100.
- If the immobilisation is over 30 days, the indemnity will be equal to €3500 per month.

DATA PROTECTION / PRIVACY NOTICE – In order to provide the **Client** with an effective service, it is necessary for **LEBO'S FRIENDS DOG WALKING** to collect and use data relating to the **Client**. This data is mainly used to manage the **Client's** account and will only be used for communications and orders from **LEBO'S FRIENDS DOG WALKING**. In addition, personal information & data relating to the **Client** may be used for **LEBO'S FRIENDS DOG WALKING** own business purposes.

- Unless required by law, **LEBO'S FRIENDS DOG WALKING** will never sell or share the **Client's** information with any third party.

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- Your privacy is very important to **LEBO'S FRIENDS DOG WALKING**. If you have any questions regarding our privacy policy please contact **LEBO'S FRIENDS DOG WALKING**.
- You have the right to ask for a copy of Your personal data. If You wish to avail of this right, You should submit a written request.
- If any of Your details are incorrect please let Us know and We will amend them.

MARKETING – LEBO'S FRIENDS DOG WALKING and/or persons acting on our behalf may wish to contact you by text message, e-mail, post, telephone or in person with information about products or services relating to dogs which may be of interest to you.

- If you do not wish to be contacted (by e-mail, post, text message, telephone or in person) with information about **LEBO'S FRIENDS DOG WALKING** services or products which relate to your dog, please exercise your right to opt-out by contacting us with Your Client's Reference:

LEBO'S FRIENDS DOG WALKING, Yvette Fouché, 64 Innisfallen Parade, Dublin 7,
085 77 96 409, lebosfriends@dublindogwalking.eu.

MODIFICATION OF THIS CONTRACT – LEBO'S FRIENDS DOG WALKING reserves the right to make updates, amendments and additions to this Contract at any time, giving the Client twenty eight (28) days notice in writing. Changes will be posted on **LEBO'S FRIENDS DOG WALKING** website and sent out via email to Clients who subscribe to the email notification service. If any variation, addition or amendment to conditions is unacceptable to you, you may end the Contract (the original Conditions applying during the twenty eight day notice period), otherwise you will be deemed to have accepted the new Conditions.

CLIENT'S RIGHT TO END THE CONTRACT – If you are moving house and/or no longer wish to keep your contract with **LEBO'S FRIENDS DOG WALKING** you must give us fourteen (14) calendar days notice in advance (or as otherwise agreed by us) by letter to us, by Post or email.

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- If You are Key Keeping registered, Key(s) will be given back to you at the end of the last service rendered, hand to hand if you are present at the time of service, or in an envelope dropped in your letterbox, or sent by Registered letter (charged at the legal cost) or dropped off to you (charge €15). You will be asked to let **LEBO'S FRIENDS DOG WALKING** know of your preferred option in the written notice.
- No cancellation fee will be retain, except those you might own us if you have a service already booked and paid for according to the cancellation policy specific to each category of services.

LEBO'S FRIENDS DOG WALKING'S RIGHT TO END THE CONTRACT – If you are moving houses and your new address is outside **LEBO'S FRIENDS DOG WALKING** core area of operation (Dublin 1, Dublin 3, Dublin 7, Dublin 9, Dublin 11 and Dublin 5), we reserve the right to decide between ending the contract or charging an additional fee to take into account the extra time needed to go to your new address.

- If you fail to disclose on the **Client/Dog Card (CDC)** and/or the **Emergency Medical Card (EMC)** any matter which in our view might render your dog unsuitable for any service rendered by **LEBO'S FRIENDS DOG WALKING**, it will be deemed a material omission amounting to a fundamental breach of this Contract, entitling us to terminate the agreement immediately, without compensation.
- If We waive a breach of the Contract by You, that waiver should not be considered a waiver of any previous or subsequent breaches by You of the same or any other provision.

GOVERNING LAW – The laws of Ireland will apply to this contract and the Irish courts will have jurisdiction to hear any dispute.

- If a competent authority determines that any provision of these Conditions is invalid or unenforceable in whole or in part, the validity of other parts and provisions of these Conditions remains unaffected.

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COMPLAINTS – We aim to deliver the very highest standards of customer care. If You have any enquiry or complaint, please contact, with Your Client’s Reference and details **LEBO’S FRIENDS DOG WALKING**, Yvette Fouché, 64 Innisfallen Parade, Dublin 7, 085 77 96 409, lebosfriends@dublindogwalking.eu

DEFINITIONS & CONDITIONS OF SERVICES

- **LEBO’S FRIENDS DOG WALKING** strives to provide clean, safe service to each of our clients. In doing so, **LEBO’S FRIENDS DOG WALKING** requests that each pet is vaccinated, de-wormed, and protected from harmful parasites according to veterinarian recommended standards.
- **LEBO’S FRIENDS DOG WALKING** will not agree to walk dogs wearing head collars, prong collars, shock collars, choke chains or any similar pieces of equipment.
 - ⇒ For dogs who must wear a muzzle, **LEBO’S FRIENDS DOG WALKING** will only accept dogs who have a basket type of muzzle perfectly fitted and who have been properly trained to wear it.
- **LEBO’S FRIENDS DOG WALKING** requires that all dogs wear a collar and a tag with their owner's name & address to comply with the legislation, even if they wear a harness.
- **LEBO’S FRIENDS DOG WALKING** will not be responsible if your dog doesn't have a valid licence and a Dog Warden requests to see it. As it is an offence to obstruct a Dog Warden in his duty and to refuse to give the name and address of a dog's owner, should a Dog Warden request to see your Dog’s licence **LEBO’S FRIENDS DOG WALKING** will comply with the legislation by giving that information. In such a case, the **Client** is responsible for presenting their Dog licence to the Dog Warden within 10 days as required by law. Furthermore, **LEBO’S FRIENDS DOG WALKING** will refuse to provide further services until the licence is acquired, without compensation for the cancelled services.

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- **LEBO'S FRIENDS DOG WALKING** will do its best to keep your dog as clean as possible during and after walks/cycles. The Client should leave out towels near the doorway for use in wet or muddy weather conditions. **LEBO'S FRIENDS DOG WALKING** will not be responsible for bathing or brushing dog after walks/cycles.
- For the boarding service, **LEBO'S FRIENDS DOG WALKING** requests that in addition to compulsory vaccinations, each dog is vaccinated against Kennel Cough and is neutered, house-trained and well-behaved.
 - ⇒ For reasons of safety, **LEBO'S FRIENDS DOG WALKING** cannot board dogs suffering from a contagious disease, separation anxiety and/or chewing disorder, resource guarding behaviour or with a predatory drive or any kind of aggressive behaviour.
- **LEBO'S FRIENDS DOG WALKING** does not agree to share dog sitting or dog minding with any other Pet minder, neighbour or family member, for reason of safety, security and Insurance reasons. As a consequence, if the Client still wishes **LEBO'S FRIENDS DOG WALKING** to take on the contract, we will not be responsible if anything happens outside the actual walk or cycle. Client will have to make full disclosure in writing if they intend to split responsibility for the dog between **LEBO'S FRIENDS DOG WALKING** and somebody else. Failure to do so will be deemed a material omission amounting to a fundamental breach of this agreement and could result in **LEBO'S FRIENDS DOG WALKING** terminating the service immediately, without compensation. Administration of Medication will in absolutely no case be shared by **LEBO'S FRIENDS DOG WALKING**.

BUSINESS HOURS

- Monday to Friday (with the exception of Thursday) services will take place between 10am and 10pm, with the last walk at 9pm.
- On Thursday, services are from 10am to 6pm, with the last walk at 5pm.

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- Saturday/Sunday/Public Holidays: on demand

Meet&Greet BUSINESS HOURS

- Monday-Wednesday & Friday 8-10am and 8-10pm (if no walks are booked at those hours)
- Thursday 8-10am
- Exceptionally, Meet&Greet could take place outside the above hours if there are no other services booked.

A €20 deposit is required at the time of booking. The deposit will be refunded at the first service, rendering the Meet&Greet a free service. If for any reason, *LEBO'S FRIENDS DOG WALKING* decides not to accept your custom, the deposit will be fully refunded at the end of the meeting.

- At weekends, the Meet&Greet takes place on demand and a €40 fee (refundable at first service) is required at the time of booking.

In all cases, if for any reason the **Client** and/or the **Client's dog** are not home at the time arranged for the Meet&Greet, *LEBO'S FRIENDS DOG WALKING* will keep the deposit.

TIME OF SERVICE

A **two-hour window** is required to perform the booked service, to take into account any unexpected delay due to traffic, cleaning a previous dog's incident, drying of dog after a walk in the rain, ...

E.g.: **Client** wishes his dog to be walked at 11am. The service will be performed between 11am and 1pm.

LEBO'S FRIENDS DOG WALKING will do its best to accommodate its clients in performing services on the days and times requested by **Client**.

DOG WALKING

Definition – **Dog Walking** is one-hour-long service in the client's neighbourhood, to a park or on the beach (transport in dog trailer).

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- **1 week** – Monday to Sunday – is 5 days at one walk a day
- **1 month** is 4 weeks of 5 days at one walk a day - 20 walks
- **3 months** is 12 weeks of 5 days at one walk a day - 60 walks
- **6 months** is 24 weeks of 5 days at one walk a day - 120 walks
- **6-month Bulk Buys Offer No1** is 6 months of 4 weeks at one walk a week - 24 walks
- **6-month Bulk Buys Offer No2** is a 20-walk contract, valid from the date of purchase, to be used any time in the period.
- **30-day period** is an 11-walk contract, valid from the date of purchase, to be used any time in the period.

A maximum of three dogs will be walked at one time. If the 3 dogs are not from the same household, the **Client** must give permission in writing.

Payment – is to be made in full at booking for a single walk, a week walk contract and for the first three 1-month walk contracts.

Dog walking	1 dog		2 dogs		3 dogs	
Walk - Week - Month	Price	%	Price	%	Price	%
1 walk	€ 20.00	100	€ 25.00	100	€ 35.00	100
1 week (5 walks)	€ 90.00		€ 112.50		€ 157.50	
Price per walk	€ 18.00	90	€ 22.50	90	€ 31.50	90
1 month (20 walks)	€ 340.00		€ 425.00		€ 595.00	
Price per walk	€ 17.00	85	€ 21.25	85	€ 29.75	85

- **1 month-walk** contracts are to be paid in full at booking for the first 3 months.
After 3 months of service, payment is to be made 50% at booking, 30% after two weeks of service and the balance of 20% is to be paid at the beginning of the 4th week.

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- The first **3-month-walk** (€960) contract is to be paid 50% before the first walk and the 50% balance at the end of the 5th week.
The conditions of payment for the next **3-month-walk** contracts are 50% before the first walk, 30% at the end of the first month and the last 20% at the end of the 2nd month.
- **6 month-walk** (€1950) contract for
 - ⇒ Existing customer is to pay 50% before the first walk, 30% at the end of the 2nd month and the 20% balance at the end of the 5th month. As a regular customer, you can choose to pay monthly by direct debit which gives you an extra €50 off the price. In that case, an initial payment of €400 is due before the first walk, followed by 5 direct debits of €300.
 - ⇒ First-time customer is to pay 50% before the first walk and the balance of 50% at the end the second month.
- **6-month Bulk Buys offer No1** (€465) is to pay in full at booking.
- **6-month Bulk Buys offer No2** (€380) is to pay in full at booking.
- **30-day period** (€200) is to be paid in full at booking.

DOG CYCLING

Definition – Dog Cycling is a one-hour-long service suitable for more demanding and energetic dogs. *LEBO'S FRIENDS DOG WALKING* uses a bicycle to which is attached a Trixie Biker set, apparatus composed of a spring and a short lead, maintaining the dog at a safe distance from the bike's frame and wheels.

The first hour is charged as a walk (€20), to take into account the necessity for the dog to learn how to run beside the bicycle. If at the end of the first hour, the dog is not able to run beside the bike, another attempt (if required by owner) will be made during a second session, priced €25 (~~€30~~)

Payment – is to be made in full at booking for an individual cycle and for the week cycle contract.

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Dog cycling * 1 cycle a day	Price for 1 dog		Price for 2 dogs		%
1 cycle	€ 30.00		€ 50.00		100
1 week (5 days) *	€ 135.00	(€150)	€ 225.00	(€250)	
Price per unit	€ 27.00		€ 45.00		90
1 month (20 days) *	€ 450.00	(€600)	€ 750.00	(€1000)	
Price per unit	€ 22.50		€ 37.50		85

- **1 month-cycle** contracts are to be paid in full at booking for the first 3 months.
After 3 months, payment is to be made 50% at booking, 30% after two weeks and the 20% balance at the beginning of the 4th week.

DOG BOARDING

Definition – Dog boarding takes place at *LEBO'S FRIENDS DOG WALKING* owner's own home with her own two dogs.

Price is for 24h from the time of collection. Extra time is calculated pro rata.

Home boarding includes play time, feeding as requested by **Client** and at least 3 walks a day. Bedding is available but if the **Client's Dog** prefers his/her own bed, it can be delivered with the dog's food, toys and other comforts.

Dog boarding is limited to one dog at a time, except for 2-dog household.

- ⇒ Prior to booking, a **24-hour Meet&Try** is required to verify the dog's compatibility with the boarding service and with the two dogs of *LEBO'S FRIENDS DOG WALKING* business owner.
- ⇒ The Meet&Try will be charged at the rate of €28, non refundable.

Our commitment – *LEBO'S FRIENDS DOG WALKING* agrees to be reliable, trustworthy and caring in providing dog care services to the **Client**. We pride ourselves on reaching the highest standards of care as defined by PetSitter International. We pledge to use all reasonable endeavours to provide a home-

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from-home while boarding your dog, based on the information provided by you on the Client/Dog Card.

Your commitment – You agree when the board begins to supply a sufficient quantity of your dog's food (including treats, if appropriate) for the duration of the board, in addition to food/water bowls, favourite toys, bedding and a collar with appropriate ID & exercise leads.

If not enough food is supplied, you agree to refund us the costs incurred in purchasing additional food. You agree to deliver your dog to us in a clean condition and up to date with vaccinations (included kennel cough), worming and deflea treatments.

Payment – Full payment is to be made at booking for up to 3 days.

Dog boarding - limited to 1 dog	Price per day	%	Price per period
1 day	€ 40.00	100	€ 40.00
2 days	€ 40.00	100	€ 80.00
3 days	€ 36.00	90	€ 108.00
4 days	€ 34.00	85	€ 136.00
5 days	€ 32.00	80	€ 160.00
6 days	€ 30.00	75	€ 180.00
7-day-week	€ 28.00	70	€ 196.00

- **From 4 days** onward, a 50% payment is requested at booking and the 50% balance must be paid before departure.

DOG MINDING

Definition – Dog Minding is a service given at the Client's home. It includes 3 one-hour visits (including morning, midday and evening walks) per day. The price stated is per day and up to 2 dogs. A 3rd dog is minded at a daily extra cost.

Our commitment – *LEBO'S FRIENDS DOG WALKING* will do its best to respect the Client's dog's own schedule and will try to spread the 3 visits equally over the day.

Client's initials: _____



Your commitment – You agree to supply a sufficient quantity of your dog’s food (including treats, if appropriate) for the duration of your absence. If not enough food is supplied, you agree to refund us the costs incurred in purchasing the additional food.

DOG SITTING

Definition – Dog Sitting is a done at the Client's home when the **Client** requests overnight sitting. It is an eight (8) hours service including 2 walks (evening-morning). An additional midday walk can be added for the usual price.

Your commitment – You agree to supply a sufficient quantity of your dog’s food (including treats, if appropriate) for the duration of your absence. If not enough food is supplied, you agree to refund us the costs incurred in purchasing the additional food.

Payment DOG MINDING AND DOG SITTING – Full payment is to be made at the time of booking the service for one day to 3 days inclusive.

Dog Minding / Sitting	Price per day	%	Price per period - up to 2 dogs	3rd dog (+ €5 per day)
1 day	€ 50.00	100	€ 50.00	€ 55.00
2 days	€ 50.00	100	€ 100.00	€ 110.00
3 days	€ 45.00	90	€ 135.00	€ 150.00
4 days	€ 42.50	85	€ 170.00	€ 190.00
5 days	€ 40.00	80	€ 200.00	€ 225.00
6 days	€ 37.50	75	€ 225.00	€ 255.00
7-day-week	€ 35.00	70	€ 245.00	€ 280.00

- For a service of 4 days or more, a 50% payment is to be made at booking and the 50% balance is to be paid on completion of service.

Client’s initials: _____

En Route to Wagging Tails

DOG/CAT CYCLO-TAXI

Definition – **Cyclo-Taxi** service is the transportation of the **Client's Dog** (or cat) in a dog trailer attached to *LEBO'S FRIENDS DOG WALKING* bicycle. Service is available for animals of a maximum weight of 40kg.

Payment – The Cyclo-Taxi service price depends on distance / time spent transporting the **Client's Dog** (or cat), with a minimum of €25 to be paid at the time of booking. The balance will be paid on demand at completion of service.

CAT MINDING

Definition – Cat minding is limited to indoor cats. The service consists of 2 visits a day in a 24-hour period. The service includes feeding, play time and tray cleaning.

Payment – For a service of one day to 3 days inclusive, full payment is to be made at the time of booking.

- For service of 4 days or more, a 50% payment is to be made at booking and the 50% balance is to be paid on completion of service.

PLANT WATERING

Definition – Plant watering is for a maximum of 10 plants watered in a space of 15 minutes. *LEBO'S FRIENDS DOG WALKING* reserves the right to charge the **Client** one Euro per plant past the 15 minutes. This service (€5) is only available in addition to Dog/Cat Minding/Sitting and is charged for each day the service is rendered.

Payment – As this service is only available in addition to Dog Minding/Sitting and Cat Minding, payment is due at the time of booking along of payment for the primary service. If more Plants than the 10 plants included in the service need watering, and as *LEBO'S FRIENDS DOG WALKING* reserves the right to charge the **Client** one Euro per extra plant, the additional price is to be paid at completion of service.

Client's initials: _____



MAIL COLLECTING

Definition – The service consists of taking into the house any mail from outdoor letterbox or picking up any mail from the floor or from the inside letterbox and leaving it in a place designated by the **Client**. This service is only available in addition to Dog Minding/Sitting and Cat Minding and is charged per day.

Payment – The service being only available in addition to Dog Minding/Sitting and Cat Minding, it must be paid in full (€5) at booking with the payment for the main service.

BINS OUT

Definition – The service is offered in addition to Dog Minding/Sitting and Cat Minding when the rubbish collection day is scheduled during *LEBO'S FRIENDS DOG WALKING* time of service.

Payment – The service being only available in addition to Dog Minding/Sitting and Cat Minding, it must be paid in full (€5) at booking with the payment of the main service.

ESSENTIAL FOOD ON RETURN

Definition – On request, *LEBO'S FRIENDS DOG WALKING* will supply the **Client**, on the day of his return, with some essential food. Before the **Client's** departure, a list of requested food (and the estimated cost of those supplies) will be given to *LEBO'S FRIENDS DOG WALKING*.

Payment – The estimated cost of the required essential food to be provided on the **Client's** return will be paid to *LEBO'S FRIENDS DOG WALKING* before **Client departure**. In the event that the cost incurred in buying the essential food was under-estimated, on completion of service, the **Client** will reimburse without delay *LEBO'S FRIENDS DOG WALKING*.

Client's initials: _____

En Route to Wagging Tails

CUSTOMER SERVICES

Our commitment – *LEBO'S FRIENDS DOG WALKING* will send a text to the **Client** at collection and on return from any session. In addition, at the end of each service, *LEBO'S FRIENDS DOG WALKING* will leave a report about what happened during the session, where we went, the dog's behaviour and any other relevant information.

- Furthermore, if permission is given by the **Client**, pictures and/or videos will be taken during walks. They will be downloaded on the *LEBO'S FRIENDS DOG WALKING*'s website, FaceBook page and YouTube and sent by email to **Client** no more than 24h after the service.
- A private page on the website will be given to Clients having bought any contract of at least a month, accessible by password (only known to the **Client** and *LEBO'S FRIENDS DOG WALKING*). From there, they will be able to access videos and pictures of their dog, the walk's report and any other documents existing between the customer and *LEBO'S FRIENDS DOG WALKING*, including the contract.

Your commitment – At the end of each contract, **Client** will be asked:

- to fill in a satisfaction form and give a note from 1 (poor quality of service) to 10 (quality above best expectation) for every aspect of service,
- how they think any aspect of the service should be improved,
- if they would recommend *LEBO'S FRIENDS DOG WALKING* to friends,
- if they would leave a testimony on the website.

MODE OF PAYMENT

LEBO'S FRIENDS DOG WALKING accepts:

- Cash
- Standing order made to *LEBO'S FRIENDS DOG WALKING* bank account
- Cheques made out to *LEBO'S FRIENDS DOG WALKING*

Client's initials: _____



- Payment by direct debit for **Registered Members** who have signed a long-term contract
- ⇒ There will be a €25.00 fee charged for any returned cheques or rejected direct debit.
- ⇒ Invoices unpaid by the due date may render the booking liable to cancellation without notice and without any liability on the part of **LEBO'S FRIENDS DOG WALKING**.
- ⇒ For long term contracts when a payment is required at mid term, an email and/or text will be sent to the customer a few days beforehand as a reminder, if they don't choose to pay by direct debit.

CANCELLATIONS & REFUNDS

A strict policy of **NO OVERBOOKING** is adhered to by **LEBO'S FRIENDS DOG WALKING**. Therefore, once you have contracted services, we will turn away business in order to accommodate your schedule.

- As a consequence, in order to receive a full service credit or a refund, the **Client** must strictly adhere to the cancellation times described below for each category of services, knowing that in any case a minimum of 24 hours cancellation notice is required. Cancellations with less than 24 hours notice will be charged at the full rate.
 - Refunds can be applied towards future pet care services or a full credit (less cancellation fee when applicable) will be returned to the **Client**.
 - If cancellations are notified in writing earlier than 14 days – unless otherwise stated – prior to the start of the booking period, the payment will either be refunded in full or held over to be used on a subsequent booking. Cancellations made later than this could result in cancellation fee being applied.
- ⇒ For all categories of services, a month's cancellation notice (30 days) is

Client's initials: _____

En Route to Wagging Tails

required for Christmas Holidays (last week of December and First week of January), as services are offered only if booked before the 1st of December. There is no refund if cancellation is made with less than 14 days notice, whereas a 50% refund is given when cancellation is notified 15 to 29 days before beginning of service.

- If **LEBO'S FRIENDS DOG WALKING** is unable to access the **Client's dog** due to problems with doors or keys, the **Client** will be required to pay the service fee. If the **Client** is **Key Keeping** registered, **LEBO'S FRIENDS DOG WALKING** will do its best to reschedule the service on same day using the second set of key(s), but without guarantee.
- If the **Client's dog** is not on the premises at the agreed pick-up time, the **Client** will be required to pay the service fee.
- If the **Client** wishes a total cancellation of all walking dates and services with **LEBO'S FRIENDS DOG WALKING**, the **Client** must make these wishes known in writing, before the start of the first booking.
- **Client** should inform **LEBO'S FRIENDS DOG WALKING** of any change or extension in booking dates as early as possible to avoid inconvenience to the Walker and to other Clients. **LEBO'S FRIENDS DOG WALKING** will do its best to accommodate the **Client**.
- Where a booking has been made for more than one dog, the cancellation fee will only be calculated on the price for one dog.
- The cost of any Additional services will not be added to the price of the Main service in the calculation of cancellation fees.

Note: If you are a regular client, **LEBO'S FRIENDS DOG WALKING** will be as understanding and accommodating as possible with regards to these terms.

Walks/Cycles – in all circumstances, the full charge will apply when the service is cancelled on the day of the scheduled service or if **LEBO'S FRIENDS DOG WALKING** calls to the **Client's** residence at the scheduled time and the **Client's dog** is not there.

Client's initials: _____



- **1 walk/cycle –**
 - ⇒ No refund or rescheduling for cancellation made less than 24h in advance.
 - ⇒ No refund for cancellation made less than 48h in advance. The service will be rescheduled at a later date.
 - ⇒ Full refund or rescheduling for a cancellation made more than 48h in advance.
- **Week contract –**
 - ⇒ No refund or rescheduling for a cancellation made less than 24h in advance.
 - ⇒ Rescheduling or refund less 25% fee for cancellation made between 24h and 48h in advance.
 - ⇒ Rescheduling or refund less 10% fee for cancellation made between 48h and 96h (4 days) in advance.
 - ⇒ Full refund or rescheduling when cancellation is made more than 96h before service.
- **Month contract – limited to 2 cancellations**
 - ⇒ No refund or rescheduling for cancellation made less than 24h in advance.
 - ⇒ Rescheduling for cancellation made between 24h & 6 days in advance.
 - ⇒ Rescheduling or refund less 10% fee for cancellation made between 7 & 14 days in advance.
 - ⇒ Full refund when cancellation is made more than 14 days in advance.
- **3 & 6 Months contract – limited to 1 cancellation per month**
 - ⇒ No refund or rescheduling for cancellation made less than 24h in advance.
 - ⇒ Rescheduling on the next contract for cancellation made 48h to 6 days in advance.
 - ⇒ Refund less 25% fee for cancellation made 7 to 14 days in advance.
 - ⇒ Full refund when cancellation is made more than 14 days in advance.
- **30 days Bulk Buy contract – limited to 3 cancellations**

- ⇒ Full charge applies for cancellation made less than 48h in advance.
- ⇒ Rescheduling within the 30 day period for a cancellation made between 48h and 7 days in advance.
- ⇒ Full refund or rescheduling towards next contract when cancellation is made more than 7 days in advance.
- **6 Months (1 walk a week) Bulk Buy contract** – limited to 1 cancellation per month
 - ⇒ No refund or rescheduling for cancellation made less than 48h in advance.
 - ⇒ Rescheduling for the following week for cancellation made 48h / 7 days in advance.
 - ⇒ Rescheduling within the same week for cancellation from 7 days up to 14 days in advance.
 - ⇒ Rescheduling for the previous or following week for cancellation made over 14 days in advance but less than 30 days.
 - ⇒ Rescheduling the following month for cancellation made at least 30 days in advance.
 - ⇒ Rescheduling anytime in the contract period when cancellation is made more than 3 months in advance.
- **6 Months (20 walks anytime) Bulk Buy contract** – limited to 3 cancellations
 - ⇒ Full charge applies for cancellation made less than 48h in advance.
 - ⇒ Rescheduling for cancellation made at least 48h in advance.

Dog Minding/Sitting & Cat Minding – In all circumstances, the full charge will apply for a cancellation made less than 48h in advance.

- Christmas Holidays
 - ⇒ No refund if cancellation is made with less than 14 days notice.
 - ⇒ 50% refund when cancellation is made 15 to 29 days before beginning of service.
- Long weekends or Holiday periods (June – August, St Patrick's Day and Easter etc.).

Client's initials: _____



- ⇒ For a cancellation made between 48h and 7 days in advance, the Client will be charged a 75% fee.
- ⇒ For a cancellation made between 7 and 14 days in advance, the Client will be charged a 50% fee.
- ⇒ For a cancellation made at least 14 days prior to the commencement of the booking, the Client can choose between a 25% fee or rescheduling.
- ⇒ For a cancellation made a month in advance, full refund.
- Rest of the year
 - ⇒ For a cancellation made between 48h and 7 days in advance, the Client will be charged a 50% fee.
 - ⇒ For a cancellation made between 7 and 14 days in advance, the Client will be charged a 25% fee.
 - ⇒ For a cancellation made at least 14 days prior to the commencement of the booking, the Client can choose between full refund and rescheduling.
- No refund is due when the **Client** returns early during a booking.

Dog boarding – Because *LEBO'S FRIENDS DOG WALKING* accepts only one dog at a time and will refuse other bookings once you have confirmed your reservation, 14 days notice is required for cancellation - with the exception of Christmas Holidays, where a month's notice (30 days) is required.

- ⇒ A fee equal to 50% of the service booked will be kept as compensation.
- ⇒ Full charge will apply if you cancel less than 14 days in advance.
- No refund is due when the **Client** returns early during a booking.

Dog/Cat Cyclo-Taxi – The €25 minimum charge paid at booking will apply when service is cancelled on the day of the scheduled service or if *LEBO'S FRIENDS DOG WALKING* calls to your residence at the scheduled time and your dog is not there. If service is cancelled the day before the scheduled service, a €10 (40%) fee will apply. Where cancellation is made more than 48 hours prior to the commencement of the booking, the Client will be fully refunded.

Client's initials: _____

En Route to Wagging Tails

MATERIAL DISCLOSURE ABOUT PET

Client undertakes to make full and complete disclosure on the **Client/Dog Card** & on the **Emergency Medical Card** of all relevant information to **LEBO'S FRIENDS DOG WALKING** in relation to the health of the **Client's Dog**, any known or potential risks regarding the **Client's Dog** or the **Client's** residence or the environment where **LEBO'S FRIENDS DOG WALKING** will provide services; whether the **Client's Dog** suffers from a behavioural disorder or has a characteristic which might render it unsuitable for home boarding, walking or cycling including, but not limited to, health problems, antisocial behaviour including aggression, separation anxiety, tendency to run away or escape on walks or in the home, incontinence/lack of housetraining, destructive behaviour inside or outside the home, or excessive loud barking/whining etc, also whether the dog is an unspayed bitch in season or an unneutered male.

If **Client's Dog** has a history of biting or any other aggressive behaviour, **LEBO'S FRIENDS DOG WALKING** reserves the right to refuse service.

LEBO'S FRIENDS DOG WALKING will not be liable for any medical care expenses and damages incurred by anyone who is in contact with **Client's Dog**. Animal bites or any aggressive behaviour by **Client's Dog** will be duly compensated by **Client** alone.

Failure on your part to disclose on the Client/Dog Card (CDC) any matter which in our view might render your dog unsuitable for home boarding, walking or cycling will be deemed a material omission amounting to a fundamental breach of this agreement, entitling us to terminate the agreement immediately.

VET RELEASE & INSTRUCTIONS

If the **Client's Dog** becomes ill while under the care of **LEBO'S FRIENDS DOG WALKING**, the **Client** authorises us to use our best judgement

Client's initials: _____



to determine whether the **Client's Dog** needs to be taken to the **Client's veterinarian** (or one that is first available).

LEBO'S FRIENDS DOG WALKING reserves the right to make decisions regarding the **Client's Dog** provided we are at all times acting in the best interests of the dog and on the advice of a veterinary surgeon.

LEBO'S FRIENDS DOG WALKING will make every reasonable effort to contact the **Client** in case of an emergency and to utilise the **Client's veterinarian**. The **Client** hereby releases **LEBO'S FRIENDS DOG WALKING** from any and all liabilities associated with transportation or treatment of the **Client's Pet**, from any and all claims by third parties or any other related expenses.

Veterinary Fees – The **Client** agrees that **LEBO'S FRIENDS DOG WALKING** may take the **Client's Dog** dog to a veterinary surgeon if we suspect (s)he is not well and requires medical attention and the **Client** agrees to accept full responsibility for payment of any veterinary fees incurred.

I **Client** _____ have been advised to place a bank card on file with my veterinarian choices, as **LEBO'S FRIENDS DOG WALKING** cannot be held responsible for paying any veterinarian cost, and most veterinary clinic will not treat pets without prior payment arrangements.

My Bank card Number is _____

Type of Card _____ / Expiration Date _____

I hereby authorise the veterinarian or veterinary clinic to charge this bank card according to the limits stated above.

In addition to the above information, I hereby confirm that I have made full and complete disclosure on the Emergency Medical Card (EMC) of all relevant information to **LEBO'S FRIENDS DOG WALKING** in connection with the health of my dog(s).

Client's initials: _____

En Route to Wagging Tails

I agree to notify *LEBO'S FRIENDS DOG WALKING* before any visit of any signs of injury or possible illness as soon as the condition appears.

I understand that *LEBO'S FRIENDS DOG WALKING* reserves the right to cancel a service at any location where there is a pet with a potentially infectious condition.

HOME SECURITY

AUTHORISATION TO ENTER CLIENT'S HOME

The **Client** hereby authorises and directs *LEBO'S FRIENDS DOG WALKING* to enter the **Client's** home during scheduled visit times or day(s) for dog care services, as arranged.

LEBO'S FRIENDS DOG WALKING will act with all due respect and caution in the **Client's** home in the **Client's** absence and I _____ (**Client**) hereby agree to hold harmless *LEBO'S FRIENDS DOG WALKING* and to indemnify *LEBO'S FRIENDS DOG WALKING* against any and all claims of damages to my home.

I **Client** _____ :

release my house key(s) to *LEBO'S FRIENDS DOG WALKING* for the duration of the contract.

⇒ I may revoke the release at any time and expect my keys to be returned to me as soon as possible upon such revocation. In such a case, I wish my keys delivered in person (€15) sent by registered mail (€6).

will be at home at the time of service and have no need for my keys to be held.

HOUSE KEYS

Two copies of your house keys are required. One set will be left at all times in a safe at *LEBO'S FRIENDS DOG WALKING's* office. No name or address will be attached

Client's initials: _____



to the set. Keys will only be identified by a number. The second set will be stored separately and will be taken out only on the day of service.

- ⇒ **Registration and Key Keeping** not only avoids additional costs but enables you to use our last-minute booking service.

If you do not have a copy ready for us at the **Meet&Greet**, we can make a copy for you for €7 for a regular key, €10 for a safety key.

In case you do not wish to leave your house key(s) with **LEBO'S FRIENDS DOG WALKING**, a pick up or drop off fee of €15 each will be charged for each service.

If you would like your keys returned after the service is completed, please indicate your preferred method: delivery in person (€15) registered mail (€6).

ACCESSIBILITY

In the event that **LEBO'S FRIENDS DOG WALKING** is unable to access the **Client's dog** due to problems with doors or keys, **LEBO'S FRIENDS DOG WALKING** should:

- call on the service of a locksmith
 - I **Client** will be fully responsible for reimbursing without delay **LEBO'S FRIENDS DOG WALKING** of any cost.
- call on one of the emergency contacts listed on Client/Dog Card

LOCKING INFORMATION

Front door: deadlock / door handle / both / combination lock / other _____

Back door: deadlock / door handle / both / combination lock / other _____

Garage door: deadlock / door handle / both / combination lock / other _____

Client's initials: _____

Windows: _____

Other: _____

HOUSE ALARM

The house is protected by an alarm: YES NO.

The company responsible for the house alarm is _____

In case of need, the company can be contacted at _____

The alarm code is: _____

Instructions related to alarm: _____

Client's initials: _____



RELEASE/WAIVER

As the client, I understand that, even given the best standards of care, potential harm could occur to my pet, or to my home, while in the care of **LEBO'S FRIENDS DOG WALKING**. I agree to release and hold harmless **LEBO'S FRIENDS DOG WALKING** from all liability, including its managers, members, agents/independent contractors and employees, should my pet become lost, injured or otherwise harmed; likewise, I release from liabilities and hold **LEBO'S FRIENDS DOG WALKING** harmless should my home suffer any damage which is *not* due to any negligence on the part of **LEBO'S FRIENDS DOG WALKING**.

LEBO'S FRIENDS DOG WALKING agrees to exercise all due and reasonable care to prevent injury, illness or death to my pet and to prevent harm to my home in my absence. However, in the event of illness, injury or the death of my pet, or damage to my home, except where caused by reckless or negligent acts on the part of **LEBO'S FRIENDS DOG WALKING**, the company shall not be hold liable.

I **understand the terms and conditions as stated above** and freely and voluntarily enter into this contract with **LEBO'S FRIENDS DOG WALKING**, including the release and waiver. This contract is a full and complete instrument. No other warranties expressed or implied are valid unless stipulated above. I have read this service contract, release and waiver and understand the contents of this form.

1. I understand and agree that I have sole responsibility for any harm to people, property, or other dogs caused by my dog whilst under the care of **LEBO'S FRIENDS DOG WALKING**.
2. I understand and agree that I am solely responsible for any costs/payments due to bites. If a bite occurs, **LEBO'S FRIENDS DOG WALKING** is responsible for reporting it to the authorities.

Client's initials: _____

En Route to Wagging Tails

3. I understand and agree that in leaving my dog under the supervision of *LEBO'S FRIENDS DOG WALKING*, I am acknowledging that my dog is currently in good health and is up to date with all vaccinations.

4. I understand and agree that besides gross negligence and wilful misconduct, *LEBO'S FRIENDS DOG WALKING* will not be liable for any problems which develop or occur.

Therefore, I hereby release *LEBO'S FRIENDS DOG WALKING*, as well as its owners, employees and agents, from any liability which therein may arise from their custody and care of my dog.

5. I understand and agree that any health problem that develops with my dog will be treated as deemed best by *LEBO'S FRIENDS DOG WALKING*, at their sole discretion (after pursuing all possible guardian contacts), and that I assume full financial responsibility for any and all expenses incurred.

Client's initials: _____



ENTIRE CONTRACT

This contract serves as a master agreement by and between the parties **LEBO'S FRIENDS DOG WALKING**, represented by Yvette Fouché and **(Client)** _____ who authorises **LEBO'S FRIENDS DOG WALKING** to perform pet care services to the **Client's dog(s)** namely _____.

This contract is taking effect from _____ and is thereafter deemed ongoing for services as required and on an as needed basis, unless specifically cancelled in writing.

At the discretion of **LEBO'S FRIENDS DOG WALKING**, we may agree to a waiver or variation of these terms *providing* it is agreed in advance and is in writing and signed by us.

Reasonableness

You agree that these terms of use are fair and reasonable in enabling us:

1. to perform our obligations under this contract to the best of our ability
2. to protect our legitimate business interests

I _____ CERTIFY THAT I HAVE READ AND UNDERSTOOD THE RULES AND REGULATIONS STATED IN THIS CONTRACT. I AGREE TO ABIDE BY THE RULES AND REGULATIONS AND ACCEPT ALL THE TERMS, CONDITIONS, AND STATEMENTS.

Client Signature _____ **Date :** _____

LEBO'S FRIENDS
DOG WALKING _____ **Date :** _____

Client's initials: _____

En Route to Wagging Tails