



# Service Agreement

## General Terms & Conditions

- The Client (You) will be deemed to have accepted Mountain Miles (We) terms and conditions on signature of the contract.
- We will not confirm any booking until a welcome meeting has been carried out with the client and their dog. We will subject all dogs to an initial assessment, prior to using Mountain Miles services. Mountain Miles reserves the right to refuse any dog deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
- You must disclose any temperament issues, which might affect your dog's suitability for walking or pet sitting, including behavioural, health issues or any change to female seasons. Failure to do this will be deemed a fundamental breach of our agreement.
- You must ensure your dog is up to date with their vaccinations, de-wormer, flea & tick treatments. You must also inform us of any health issues and operations they have had. Any changes or updates of the above must be communicated to us immediately via text or phone call, so we have as much time as possible to amend the dogs schedule, when necessary.
- Your pet MUST be microchipped as in the new legislation passed in April 2016 and you will ensure your pet is wearing the adequate identification required by law whilst in our care.
- You must notify Mountain Miles immediately of any infectious and/or contagious disease or conditions your dog has been exposed to or is affected by. This includes any change to sexual ability, castration in males and seasons in females. Mountain Miles reserves the right to refuse walks or pet sits, until satisfied that the condition is resolved.
- You will be responsible for any medical expenses and damages resulting from an injury to persons or animals by the pet. You understand that there is always a risk of injury to a dog, especially when other dogs are present. You agree not to hold Mountain Miles, or their staff, liable for any illness, injury, or incident whilst in the care of Mountain Miles.
- You agree to notify us of any concerns within 24 hours after any walk or pet sit. We cannot improve our service if we do not know when a customer is unhappy. We welcome any feedback, comments, or suggestions about our services.
- We will, in an emergency, make every effort to contact you. If you cannot be contacted, we recommend that you provide us with a trusted third-party phone number, who will be available, and can make decisions about your home, pet, and property, in your absence. If you or third party cannot be contacted, then we reserve the right to make decisions in an emergency, acting in the best interests of the dog, and with the advice of a vet. You also authorise us to utilise an alternative veterinarian in the event your regular veterinarian is unavailable, doesn't operate an out of hours service or cannot be reached or if we are unable to get to them in time/easily. You agree to reimburse us for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, equipment, food, access, or supplies.
- We will treat your property with the utmost respect making sure to leave things as we found them, clean any muddy paws, and top up the dog's water before leaving.
- We, the Mountain Miles Team will be classed as the perceived owners of your dog in the eyes of the law whilst they are in our care so we reserve the right, if needed, to use our judgement in regards to what we do on the walks.
- You agree to provide keys/alarm codes/arrange access to your dog for the agreed walk; failure to do so will result in a cancellation for that day's service and you will be charged in full.
- House keys are kept in a secure locked box based at the Mountain Miles HQ and are only given to the team member on the day of your dog's walk or pet sit.

### Insurance

- We hold Public Liability insurance and insurance for specific injury to company stock (dogs). Wherever possible pets should be insured by the client. Mountain Miles reserves the right to refuse a booking for any animal which is not insured.

### Pricing

- The price of the service will be the price quoted during the welcome meeting.
- We will notify you in writing with notice of 14 days of any price increase. You may cancel the service within 7 working days of this notice if you are unhappy with the price increases.
- You agree to pay the rates that are in effect at the time your pet is in our care.
- You must make payments at the end of each working week or month depending on your arrangement. If payments are overdue by more than 7 days, we reserve the right to impose a £10 late payment fee, as per the Late Payment of Commercial Debts Act 2002. If payment is still overdue, a further £10 may be charged daily and we may withhold our service until arrangements as to payment have been established on terms which are satisfactory to us.
- We prefer payments to be made by BACS. If you cannot pay by BACS, then please contact us to make alternative arrangements.

**Walking**

- You must email or text your walks for the following week by 3pm on Sunday afternoon if your requirements change weekly.
- You will be asked to specify a booking window of 2 hours for your dog walk. This gives us some flexibility on the timing of the walk, and plenty of scope to schedule with other compatible dogs. We cannot specify an exact time, due to potential traffic problems, adverse weather conditions or unforeseen circumstances.
- You agree to ensure your dog has not eaten in the hour before collection by Mountain Miles, to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion). Please inform us if your dog has eaten within this period, so we can accommodate accordingly.
- You are responsible for supplying the necessary safe equipment, medication, food, and supplies needed for the care of your dog. We are not responsible for damage caused by a pet escaping because of a faulty lead, collar or harness, or equipment that is not properly fitting.
- We recommend providing us with a towel for when your dog gets muddy, so we can keep your home as clean and dry as possible.
- We will not 'pack walk' your dog. Each walk will consist of two or three families' dogs maximum per dog walker, and the dogs will be well matched and of comparable temperaments. We do this to maintain a safe level of dogs per walker and avoid any complications.
- We will tailor the walk to suit your dog, taking into consideration age, ability, energy levels, health, and temperament. It is our aim to provide your dog, (if suitable) with an energetic walk, making it exciting, varied, and interesting, and when authorised, allowing them to run off lead and socialise with other compatible dogs.
- We will abide by the client's signed agreement to either keep their dog on a lead (or long training line) or allow off the lead. Allowing a dog off the lead will remain at the discretion of Mountain Miles staff. If you have given permission for your dog to be walked off lead you will not hold us, or any of our staff, liable for damage, loss, or injury if your dog runs away.
- If required we will transport your dog safely and securely to the beginning of their walk, if there is no suitable walk nearby.

**Pet Sitting**

- You agree to provide us with all information necessary for the satisfactory performance of our services, including any dietary, nutritional or exercise requirements of your pets, and any other instructions for the wellbeing of the animals.
- You are financially responsible for any loss or damage to property during pet sitting.
- We will care for your animal as you would, and whilst we will make every effort to ensure your pet is well looked after in your absence, Mountain Miles cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.
- We have limited capacity. Please inform us with as much notice as possible, and no less than 1 calendar month in advance. We will try to accommodate all requests, but it is on a first come, first served basis, and the school holidays are always our busiest times.
- You agree to provide a 40% non-refundable deposit, at the time of booking, for any pet sitting, and agree to pay the balance in full before you leave for holiday.

**Cancellation Policy**

- You will not be charged if you cancel your pre booked walk the day or evening before.
- If we arrive to collect your dog and you wish to cancel the walk you will be charged in full.
- Cancellations need to be made by phone call or text to the mobile number provided.
- If you cancel outside of this period, we have the right to charge in full.

**Termination Policy**

- Customers and Mountain Miles agree to give one week's notice, either by email or letter, to cancel the agreement.
- Mountain Miles reserves the right to cancel the agreement without notice, where deemed necessary.

Client Signature.....

Name.....

Date.....