

Veterinary Treatment Authorisation



I, the undersigned, hereby authorise Leash and Lounge Petcare and its representatives to act in my absence regarding emergency medical care for my pet(s). I understand and agree to the following terms:

1. Urgent Medical Intervention

In the event that my pet experiences injury, illness, or other health concerns while under the care of Leash and Lounge Petcare, I authorise them to immediately transport my pet to the nearest licensed veterinarian or emergency animal hospital. This includes incidents that occur during walks, play, transport, or time spent at my home.

2. Veterinary Treatment Authorization

I give permission for the attending veterinarian to examine, diagnose, treat, and perform any procedures necessary to stabilise or relieve the suffering of my pet. This may include, but is not limited to: X-rays, blood tests, IV fluids, medication administration, sedation, or emergency surgery.

3. Communication & Contact Attempts

Leash and Lounge Petcare will make every reasonable effort to contact me and/or my emergency contact prior to treatment. However, I understand that if the situation is time-sensitive, treatment may proceed before contact is made, to avoid unnecessary pain, distress, or risk to my pet.

4. Financial Responsibility

I accept full financial responsibility for all veterinary services, treatment costs, medications, and related expenses incurred during emergency care. I understand that Leash and Lounge Petcare is not financially responsible for these costs, and I agree to settle the bill directly with the veterinary provider.

5. Transportation Consent

I authorise Leash and Lounge Petcare to transport my pet in a secure and safe manner to and from veterinary clinics, hospitals, or other relevant facilities when required. I agree that all reasonable precautions will be taken during transport, but I understand that transport may carry minimal inherent risk.

6. Treatment Limits

I wish to set the following financial treatment limits in case I cannot be reached:

- Maximum cost authorised without contact: £
- Do NOT proceed with treatment above this limit unless contacted.
- Other notes (e.g. DNR, no surgery, etc):

7. Liability Release

I release Leash and Lounge Petcare, its owners, staff, and representatives from any liability related to emergency medical decisions made in good faith while acting on my behalf. I acknowledge that while every effort will be made to ensure the best outcome, no guarantees can be made regarding the results of veterinary care.

Client Acknowledgement & Signature:

I have read, understood, and agree to the terms outlined above. I certify that the information provided is accurate and that I will keep Leash and Lounge Petcare informed of any changes to my pet's health, behaviour, or veterinary details.

Client Name:

Pet Name:

Client signature:

Date:

Owner Signature:

Date:

Property Access Waiver



When providing services that require access to your home, Leash and Lounge Petcare may hold a key or entry device (e.g., key fob, code, remote) to access your property. This policy outlines how your keys are stored, used, and returned, and includes a waiver of liability in the event of loss or damage.

1. Key Collection & Return

We take every precaution to ensure your property is accessed respectfully and securely.

- Keys may be collected in person at an initial consultation, from a lockbox, or as otherwise agreed.
- Clients must confirm access instructions via client portal, including alarm codes or key locations.
- Keys are returned either at the end of service, during a scheduled handover, or upon written request.
- Return options include in-person handback, secure drop-off, or retained on file for future bookings.
- If a client requires a key returned urgently, we request 48 hours' notice to coordinate logistics.

2. Key Storage & Security

Client keys and access information are stored securely and handled with strict confidentiality.

- Physical keys are kept in a locked, access-controlled container when not in use.
- Keys are coded without using client names or addresses to protect privacy.
- Digital access codes and alarm details are stored in password-protected booking system (Pet Sitter Plus).
- Only authorised personnel will have access to your keys and home details.

3. Use of Keys & Property Access

Keys will only be used for the agreed purpose of caring for your pets.

- We will only enter your property at times arranged or necessary for booked services.
- No one else (family, friends, tradespeople) will be permitted to enter your home during our care unless previously authorised by you.
- We will not move or use any personal belongings outside the scope of pet care.
- Windows, doors, and gates will be checked for security before we leave the property.
- Keys will not be copied or shared without your written permission.
- If a key becomes unusable (e.g., damaged, worn), we will notify you immediately to arrange a replacement.

4. Lost, Damaged, or Stolen Keys

While extremely rare, the following outlines our process in the event of key issues:

- If a key is lost, we will inform you immediately and assist in arranging re-entry or rekeying.
- Leash and Lounge Petcare is not liable for locksmith or replacement fees unless loss is due to gross negligence.
- If keys are stolen, we will advise you promptly and cooperate with police or insurance reporting as needed.
- In the event of a break-in not related to our access or care window, we accept no liability unless otherwise proven.
- Clients are advised to keep spare keys or have a backup plan for urgent access needs.

5. Ongoing Key Retention

We offer secure key retention for clients who book regular or repeat services.

- You may choose to allow us to keep your key on file for ease of future bookings.
- Keys will continue to be stored securely as outlined in this policy.
- You may request the return of your key at any time in writing.
- If services have not been used for 12 consecutive months, unclaimed keys may be destroyed.
- We reserve the right to charge a small fee for urgent key collection/drop-off outside our usual hours or zones.

6. Client Agreement & Waiver

By providing your key and using our services, you confirm the following:

- You give permission for Leash and Lounge Petcare to access your home as agreed for pet care purposes.
- You understand our procedures for secure key storage, use, and return.
- You accept that, while every precaution is taken, you are waiving liability for minor key issues unless due to proven negligence.
- You agree to keep us informed of any changes to locks, codes, or alarm systems.
- You release Leash and Lounge Petcare from responsibility for unrelated home incidents (e.g., power cuts, leaks).
- You agree that this policy remains valid for future bookings unless withdrawn in writing.

Client Name:

Client signature:

Date:

Owner Signature:

Date:

Key Release Form



This key belongs to:

Number of keys:

Address:

Collected on:

Reason for collection:

Length of holding:

Indefinite



From:

Until:

Client Name:

Client signature:

Date:

Owner Signature:

Date:

Photo and Video Consent



I, the undersigned, hereby grant Leash and Lounge Petcare permission to use and publish photographs and/or videos taken of my pet during their time with you.

I understand and agree that the images or footage captured may be used in various media, including but not limited to promotional materials, websites, social media platforms, advertisements, and other publications. This grant of permission includes the right to edit, reproduce, distribute, display, and publish the images or videos for any lawful purpose.

I acknowledge that I will not receive any financial compensation for the use of these photographs or videos.

I understand that once the images or videos are published, they may be publicly accessible, and Leash and Lounge Petcare cannot control the use or distribution by third parties.

I hereby release and discharge Leash and Lounge Petcare, its employees, and any third parties acting under its authority from any claims, liabilities, demands, actions, causes of action, costs, and expenses arising out of or in connection with the use of the photographs or videos, including but not limited to any claims for defamation, invasion of privacy, or infringement of moral rights.

I represent that I am the owner of the pet and have the authority to grant this release on their behalf.

Client Name:

Pet Name:

Client signature:

Date:

Owner Signature:

Date:

Off Lead Consent



At Leash and Lounge Petcare , the safety and well-being of the dogs in our care are of utmost importance. Please make sure you read our off-lead/leash terms carefully & agree to each point. If you do not agree then we will be unable to let your dog off lead.

- 1 I give consent for Leash and Lounge Petcare to allow my dog off lead in a secure environment where there is no threat to their safety.
- 2 My dog has good recall and will return to walker when called
- 3 Any incidences or accidents that result from my dog being off lead will be my responsibility. I relinquish Leash and Lounge Petcare of any liability
- 4 If my dog needs vet care as a result of being off lead i agree to cover all expenses and the expenses of the dog walker for their loss of earnings and time
- 5 If Leash and Lounge Petcare feels my dog is not suitable to be off lead, I agree for my dog to be walked their lead.
- 6 My dog shows no signs of aggression towards any other animal or human

I agree with all of the above statements and am happy for my dog to be allowed off lead.

Client Name:

Pet Name:

Client signature:

Date:

Owner Signature:

Date:
