

Service Agreement



This Service Agreement sets out the terms under which Leash & Lounge Pet Care provides professional dog walking, pet sitting, at-home grooming, overnight stays, and wedding chaperone services.

By booking services through our Pet Sitter Plus client portal, you agree to the following terms and conditions, as well as the supporting policies and consent forms listed in [Section 11](#).

1. Booking & Payment

1.1 All services must be booked via the Pet Sitter Plus client portal.

1.2 Payments are due in advance of services. Invoices are issued weekly (for recurring services) or at the point of booking (for one-off services).

1.3 Accepted payment methods: bank transfer, standing order, or cash (by prior arrangement). We do not accept cheques or cryptocurrency.

1.4 Deposits: A 50% deposit is required to confirm overnight stays and wedding chaperone services (see Payment Policy).

1.5 Wedding Chaperone Service: Quotes are bespoke, based on the requirements of the day, and include all travel and associated expenses.

1.6 Referral scheme: If you refer a friend you both get £5 off your next booking, just be sure to let us know when you do refer someone.

2. Cancellations & Refunds

2.1 Dog Walking & Pet Visits: 48 hours' notice required; less than 48 hours will be charged in full.

2.2 Pet Grooming: 48 hours' notice required; less than 48 hours will be charged in full.

2.3 Overnight Stays: 14 days' notice = full refund; 7–13 days = 50% refund; less than 7 days = full charge.

2.4 Wedding Chaperone Service: 28 days' notice required; less than 28 days = full charge.

2.5 Seasonal Holidays (Christmas, New Year, Easter, school holidays): A minimum of 28 days' notice is required for overnight stays and wedding chaperone bookings; less than 28 days = full charge.

2.6 Bitches in Heat: Walks may be postponed or cancelled with no fee.

2.7 Adverse Weather: Services may be rescheduled, shortened, or adapted (see Adverse Weather Policy). Refunds are only provided if no form of service can be delivered. Missed time will be credited to a future invoice or rearranged.

2.8 Cancellations by Leash & Lounge: If we must cancel due to illness or emergency, a full refund or credit will be applied.

3. Health & Behaviour

3.1 All pets must be up to date on vaccinations (Distemper, Parvovirus, Hepatitis, Leptospirosis) and on a flea, tick, and worming programme (see Pet Health & Vaccinations Policy and Flea, Tick & Parasite Policy).

3.2 Owners must disclose any behavioural issues (see Pet Behaviour Policy). Failure to do so may result in termination of services.

3.3 Dogs showing aggressive or dangerous behaviour may be refused service. Owners accept liability for any injury or damage caused by their pet.

3.4 Senior dogs (10+) and those with health conditions will be assessed individually. Veterinary clearance may be required.

3.5 Dogs must not be walked off-lead unless an Off-Lead Consent Form is signed.

3.6 Leash and Lounge Petcare is not responsible for damage sustained by a pet escaping because of a faulty lead/collar or a collar that is not properly fitted.

3.7 Leash and Lounge Petcare will not be held liable for a pet that escapes through an unsecured access point in the client's home or garden.

3.8 Leash and Lounge Petcare will not be liable for the injury, disappearance, death, or fines of any pet.

4. Veterinary Authorisation

4.1 In the event of illness or injury, we will contact you immediately. If urgent care is required, we may seek veterinary treatment without prior contact using the details you provide (see Veterinary Authorisation Form).

4.2 Owners are financially responsible for all veterinary costs incurred.

4.3 The client will inform their vet before leaving of their absence and give details of the assigned pet sitter.

5. Home Access & House Care

5.1 Clients must provide secure access (key, code, lockbox, or authorised person).

5.2 Keys are coded, securely stored, and managed in accordance with our Key Access Policy and Property Access Waiver.

5.3 If we cannot access your property due to faulty keys, locks, or codes, the booking will be charged in full.

5.4 For pet sitting services, reasonable household tasks (such as watering plants, bringing in post, or adjusting lights/curtains) may be undertaken if agreed in advance. These tasks are carried out as a courtesy and at the owner's risk. Leash & Lounge Pet Care is not responsible for household maintenance, faults, or unrelated incidents during your absence.

5.5 It is clearly understood that Leash and Lounge Petcare shall not be held responsible for any damage to the client's property, or that of others, caused by the client's pets during the period in which they are in its care.

5.6 If CCTV cameras and internal cameras are installed, the pet sitter must be made aware of this before the assignment starts.

5.7 The client will inform the pet sitter if anyone is expected to attend the property during the client's absence, i.e. friend or workmen, and whether or not they have permission to access the property.

6. Grooming Services

6.1 For at-home grooming, owners must provide a safe, dry, and temperature-controlled space.

6.2 If conditions are unsafe (extreme heat/cold, unsuitable space), grooming may be shortened, adapted, or rescheduled.

6.3 We are not responsible for pre-existing coat or skin conditions.

7. Liability & Insurance

7.1 While every care is taken, pets may interact with other animals, environments, or situations carrying inherent risks (see Liability Waiver).

7.2 Owners are financially responsible for any damage caused by their pet to property, people, or other animals.

7.3 We are not liable for illness, injury, loss, or death of a pet except in cases of proven negligence.

7.4 We are not responsible for incidents beyond our control (e.g., power cuts, extreme weather, third-party actions).

7.5 Leash & Lounge Pet Care is insured with Protectivity Insurance for Public Liability up to £1,000,000.

7.6 All staff hold current Standard DBS checks for client reassurance and safeguarding.

8. Data Protection & Media

8.1 Client information is stored securely in line with our Data Protection Policy and GDPR.

8.2 Photos/videos may be taken during services and used for marketing with consent via the Photo & Video Consent Form.

9. Termination of Services

9.1 We reserve the right to suspend or terminate services immediately if:

Payments are not made in line with the Payment Policy.

Pets display dangerous behaviour that risks safety (see Pet Behaviour Policy).

Clients fail to disclose relevant health, behaviour, or access information.

Unsafe or unsuitable conditions prevent the safe delivery of services.

9.2 In such cases, no refunds will be provided for unused services.

10. Policy Changes

10.1 Leash & Lounge Petcare reserves the right to update or amend this agreement and supporting policies.

10.2 Clients will be given advance notice of any changes, including temporary adjustments such as holiday surcharges, via the Pet Sitter Plus portal or email.

10.3 Continued use of services after notification constitutes acceptance of updated terms.

11. Supporting Policies & Forms

This agreement incorporates the following policies and documents, which form part of your contract with Leash & Lounge Pet Care:

- Payment Policy
- Cancellation Policy
- Adverse Weather Policy
- Pet Health & Vaccinations Policy
- Flea, Tick & Parasite Policy
- Pet Behaviour Policy
- Liability Waiver
- Home Access Policy
- Data Protection Policy

And the following consent forms (to be completed by the client as applicable):

- Veterinary Authorisation Form
- Property Access Waiver
- Key Release Form
- Photo & Video Consent Form
- Off-Lead Consent Form

12. Agreement

By booking services via the Pet Sitter Plus client portal, you confirm that you have read, understood, and agree to this Service Agreement and all supporting policies and consent forms listed in Section 11.

Client Name:

Client signature:

Date:

Leash and Lounge Petcare:

Staff Name:

Staff signature:

Date:
