



DogStarHub
344 Old London Road
Hastings, East Sussex
TN35 5LR
www.DogStarHub.co.uk
Sarah@DogStarHub.co.uk 07851 358 894

Terms and Conditions of Engagement

Entire agreement:

DogStarHub is a private limited company whose registered address is at 344 Old London Road, Hastings, East Sussex TN35 5LR.

This agreement contains the entire agreement between the parties and/or supersedes all previous agreements and understandings between the parties. Each party acknowledges that, in entering into this agreement, they do not rely on any representation, warranty, information or document or other term not forming part of this agreement.

These terms and conditions are the contract between you (the client) and DogStarHub. By engaging our services, you agree to be bound by them. These terms and conditions are in conjunction with the Client Registration form and Veterinary Release form and are governed by English Law.

Please read this agreement carefully, your understanding and acceptance is by way of your signature or by engagement of our business.

1. Free consultation and enrolment.
2. **Financial - costs, invoicing & payment**
 - 2.1. Costs are at the current rates quoted on this website.
 - 2.2. Rates are normally subject to review at the start of my financial year.
 - 2.3. DogStarHub reserve the right to review rates and charges from time to time, outside the above period.
 - 2.4. DogStarHub reserve the right to charge a session retainer fee, at our discretion.
 - 2.5. Invoices are issued weekly by email unless requested otherwise.
 - 2.6. Payment method - cash or bank transfer by arrangement. Prompt payment is very much appreciated. Late payments could lead to temporary suspension of service.
 - 2.7. Payment terms to be agreed at the time of the agreement.
3. **Hours of work, Holidays, Sickness**
 - 3.1. Hours of work for dog walking are usually Monday - Friday 09:00 - 17:00 inclusive. Pet care services may be available outside these hours by arrangement. Weekends and evenings may be available dependant on availability and advance notice. All works are subject to DogStarHub schedule.
 - 3.2. Holidays. DogStarHub will inform clients of intended holidays/days off at least 28 days in advance.
 - 3.3. Sickness. DogStarHub will inform clients as soon as possible if arrangements must be changed or cancelled due to sickness. DogStarHub will offer an alternative date.
4. **Documentation - all certification is available for inspection**
 - 4.1. Full commercial insurance is held - comprising appropriate Public Liability, Care, Custody and Control and Key Cover.
 - 4.2. Disclosure Barring Service (DBS) verified.
 - 4.3. Professional Dog Walkers Association verified and compliant.
 - 4.4. First Aid Certificate holder.
5. **Health & Safety and Law**
 - 5.1. DogStarHub ensures the utmost safety and security of your pet and premises during and after our visit - this is our absolute priority always.





- 5.2. All dogs to have own collar, lead and identity tag. **Collar with name tag and microchip ID is a legal requirement.**
- 5.3. Dogs will be kept on leads until the DogStarHub walker judges it to be safe for the dog, the public and subject to Local Authority regulations. Off lead walking is by agreement following a reasonable period from engagement.
- 5.4. All dogs to be fully inoculated / vaccinated with current worm / flea treatment. Any dog deemed not to be adequately treated will not be walked. Evidence of up to date inoculations is required.
- 5.5. No group walks for female dogs in season or ill dogs. One to one walks / home visit can be arranged subject to availability at the advertised price.
- 5.5.1. All dogs are walked subject to behaviour assessment and trial period. Reactive dogs with a tendency to snap at other dogs or humans may be walked solo at the advertised rate and may be muzzled for safety of all parties.
- 5.6. Adverse weather conditions may occasionally lead to a limited service. E.g. In very wet conditions, walks may be curtailed to ensure sufficient pet drying time; snow may lead to delays or cancellation of service. DogStarHub will notify you at earliest convenient time and offer an alternative date/service as appropriate and available. Mutual communication is required.
- 5.7. In emergency situations permission to take your pet to a Vet is required. Refer to attached Veterinary release form.
- 5.8. All dog walking is carried out in compliance with Animal Welfare Regulations, Dangerous Dogs Act and all local authority bye laws.
- 5.9. In accordance with my environmental policy and local regulation all mess is always cleared up using only degradable waste bags.

6. **DogStarHub commitment to you**
 - 6.1. Where dog walking agreement applies, the rate is inclusive of collection / safe return to dog exercise area, exercise period as agreed, treats, clear up of mess and full insurance. Daily activity reports are available on request, DogStarHub will always notify you of any unusual behaviour, suspected illness or problems with your dog.
 - 6.2. Walks are usually within your local area or at a designated local dog walking location.
 - 6.3. Dog walking can be one at a time or with a small group for maximum care, attention and safety, at the discretion of DogStarHub, subject to availability and behaviour assessment.
 - 6.4. Where home visit agreement applies, the rate is inclusive of services agreed.
 - 6.5. DogStarHub will endeavour not to interrupt your day unless there is an emergency. If we ring please be aware that this indicates urgency.
 - 6.6. DogStarHub will endeavour to accommodate short notice / emergency bookings as best as possible, subject to feasibility and schedule.
 - 6.7. DogStarHub is a registered company and takes full responsibility for any National Insurance, income tax and pension contributions incurred because of receipt of payment from you.
 - 6.8. Security of key and premises is assured always. Keys will be stored in a locked box and will be labelled using a code, not your name or your pets name. DogStarHub has insurance to cover the cost of lock replacements in the event of keys being lost.
 - 6.9. Keys will be returned at the end of the contract or on demand.
 - 6.10. DogStarHub will not loan, duplicate or use the keys issued to me in any unauthorised manner.
 - 6.11. Volunteer helpers or staff engaged by DogStarHub have full permission to gain access to carry out duties as agreed and are subject to the same conditions.





7. Your responsibilities

- 7.1. Full and easy access to dogs is required. For expediency, you shall allow access to DogStarHub via a mutually compatible method. Failure to provide full and easy access for DogStarHub to carry out agreed duties will incur charge of agreed rate and the possibility of no walk / visit that day.
 - 7.2. Upon agreement to any plan please confirm your requirements 7 days in advance. Short notice / emergency bookings will be accommodated if possible, subject to feasibility and schedule. A short notice booking fee may apply (currently £5.00)
 - 7.3. 48 hours cancellation notice is required from clients for any DogStarHub services or normal charges apply. Ensure prompt payment of invoices, terms as per section 2 above.
 - 7.4. Please provide special dietary treats, dog clothing, a towel and oral medication as required. Oral medication is administered at owners risk and only after explicit agreement. There may be a charge of £5.00 for this service if it increases the visit time.
 - 7.5. Advise as soon as possible any adverse health issues of your dog. Keep DogStarHub up to date with emergency and full daily contact details as applicable.
 - 7.6. Any special requirements to be advised soonest.
 - 7.7. I agree to reimburse DogStarHub for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
 - 7.8. I agree to indemnify and hold harmless DogStarHub and volunteer staff of any key / entry related occurrences if other third parties also have access to my home.
8. All information / contracts remain strictly confidential by nature always. All visits are discreet and confidential.
9. DogStarHub reserves the right to alter / reschedule plans in accordance with work schedule. Outside factors beyond reasonable control may affect service. E.g. this may include one to one walks or group walks as appropriate, rescheduling of visits.
10. This contract can be terminated by either party at 48 hours notice.
11. Both parties DogStarHub and you, the client will hold a copy of this agreement.
12. Your agreement and acceptance to engagement of DogStarHub dog walking / pet services and the above terms and conditions, is provided by signing this agreement or engaging us to carry out agreed service:
- 12.1 Summary check list:

Client Registration Form read, understood, signed	YES / NO
Rates and fees read, understood, accepted	YES / NO
Veterinary Release Form read, understood, signed	YES / NO
Terms & Conditions of Engagement read, understood, signed	YES / NO

Signed by owner

Signed on behalf of DogStarHub

Date:

Date:

