



FLEA, TICK & PARASITE POLICY





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At Barnett's Buddies, we prioritise the health and safety of all pets in our care, as well as the cleanliness of the environments we operate in. Parasites such as fleas, ticks, and worms can cause serious health issues for animals and can also spread rapidly between pets and into homes. This policy outlines our requirements and procedures to minimise these risks.

Preventative Treatment Requirement

All dogs must be on a regular, vet-recommended parasite prevention program before any services can begin.

Dogs must receive flea treatment at least once every 4–6 weeks, or as directed by a veterinarian.

Tick prevention should be maintained especially during high-risk seasons (spring through autumn).

Worming must be carried out routinely, typically every 3 months or according to your vet's guidance.

Natural or over-the-counter products are accepted only if proven to be effective and used consistently.

Preventative treatments must be administered before the start of care and maintained for the duration of the service agreement.

Proof of flea, tick, and worming treatment (e.g., veterinary records, purchase receipts, or treatment logs) may be requested at any time.

Health & Coat Inspections

To safeguard other animals and our service spaces, we may perform basic physical checks during services.

We may inspect a dog's coat, skin, and general appearance for signs of fleas, ticks, or other external parasites.

Signs that may trigger concern include scratching, flea dirt, visible parasites, irritated skin, or hair loss.

These checks do not replace veterinary assessments but serve as a precaution to protect others.

If signs of infestation are found, services may be paused, and the client will be notified immediately.

We are not responsible for detecting internal parasites; routine deworming remains the owner's responsibility.

Regular grooming and hygiene are encouraged as a proactive measure to detect and prevent infestations.

Response to Infestation

If fleas, ticks, or other parasites are discovered on a dog in our care, the following steps will be taken:

The dog will be immediately removed from group walks, daycare, or shared environments if applicable.

The owner will be contacted to collect the pet as soon as possible or approve emergency action.

Services will be suspended until the dog is fully treated and a vet confirms they are parasite-free.

The client may be charged for any environmental treatment required (e.g., deep cleaning, disinfecting).

Additional charges may apply for cancellation of services caused by the infestation.

Repeat infestations or failure to comply with prevention measures may result in permanent service refusal.

Home Environment Standards (for Pet Sitting Clients)

For in-home pet sitting services, it is essential that your home is also maintained in a clean and parasite-free condition.

Homes must be free of active flea or pest infestations before services begin.

Any infestations or previous issues should be disclosed before booking.

If fleas are discovered in the home, we reserve the right to terminate the service immediately.

In such cases, no refunds will be issued for unused booking time due to environmental risk.

We strongly recommend regular vacuuming, use of flea prevention sprays, and pet bedding cleaning.

In-home services may be paused until pest control treatment has been carried out and confirmed complete.

5. Shared Responsibility & Risk Awareness

Parasite prevention is a shared responsibility between the pet owner and the care provider.

Owners must disclose any recent or ongoing parasite issues prior to bookings.

We take all reasonable steps to reduce cross-contamination, including sanitising equipment and using separate towels, leads, and crates where necessary.

Dogs with open wounds or flea allergy dermatitis may require special consideration and approval from a vet.

Pets in multi-dog households must all be treated to prevent re-infestation.

We are not liable for parasite transmission that may occur due to undisclosed infestations or failure to maintain prevention protocols.

It is your responsibility to ensure that prevention is applied correctly and consistently as directed.

6. Policy Agreement & Acknowledgement

By using our dog walking and/or pet sitting services, you confirm that:

Your dog is currently treated for fleas, ticks, and worms according to veterinary recommendations.

You understand that failure to comply with this policy may result in suspended or refused services.

You accept financial responsibility for any treatment, cancellation, or damage caused by an infestation.

You agree to notify us immediately if you suspect your dog has parasites or has come into contact with infested animals.

You understand that this policy is in place to protect all animals in our care and the environments we work in.

You consent to basic coat checks as part of our general duty of care.