



TERMS & CONDITIONS

PET SERVICES



BARNETT'S BUDDIES TERMS AND CONDITIONS



Effective Date: 19 July 2026

Please Note: The terms outlined below constitute our standard business practices. All clients are required to sign a physical or digital copy of this Client Agreement & Authorization before any pet care or walking services can commence.

I, the client, agree to the following terms and conditions in relation to pet services provided by Barnett's Buddies, including but not limited to dog walking, pet sitting, pet taxi, small animal care, and puppy visit arrangements:

1. Access to Property

The client agrees to provide Barnett's Buddies with keys, access codes, or other necessary arrangements to access the property in order to carry out the agreed services. The client will ensure that keys and access details are safe, functional, and provided in a timely manner.

2. Emergency Veterinary Care

The client authorises Barnett's Buddies to obtain any emergency veterinary care deemed necessary for the health and welfare of their pet(s) during the period of care. Every reasonable effort will be made to contact the client before treatment is sought. The client accepts full responsibility for all costs incurred for such emergency care. If the client's regular veterinarian is unavailable, Barnett's Buddies is authorised to use an alternative licensed veterinary professional.

3. Additional Expenses

The client agrees to reimburse Barnett's Buddies for any additional fees incurred in providing emergency care, as well as any costs relating to unexpected visits, transportation, accommodation, food, or supplies required for their pet(s).

4. Liability & Indemnity

The client understands and accepts that they are responsible for any medical expenses or damages resulting from injury to the pet sitter, representatives of Barnett's Buddies, or any other person caused by their pet(s). The client agrees to indemnify and hold harmless Barnett's Buddies from any claims, losses, or legal actions resulting from such incidents. The client also accepts full liability for any loss or damage caused by their dog(s) whilst being walked.

5. Concerns & Complaints

The client agrees to notify Barnett's Buddies of any concerns, complaints, or issues within 24 hours of the relevant appointment or service so that they can be addressed and resolved promptly.

6. Standard of Care & Liability Waiver

Barnett's Buddies will provide the services outlined in this agreement in a professional, reliable, and compassionate manner. In consideration of these services, the client expressly waives and releases any and all claims against Barnett's Buddies, its employees, contractors, or representatives, except in cases of proven negligence by Barnett's Buddies.

7. Premises Access & Security

Barnett's Buddies accepts no responsibility for the security of the client's premises or for any loss or damage if other individuals have access to the property during the term of this agreement. All services will be carried out solely by the owner or employees of Barnett's Buddies, unless prior written consent is obtained from the client.

8. Off-Lead Walking

No dog will be walked off-lead unless the owner has provided prior written consent. Off-lead walking will only take place in safe, appropriate locations.

9. Unforeseen Circumstances

If Barnett's Buddies is unable to attend to a scheduled service due to illness, emergency, or other unforeseen circumstances, the client will be notified at the earliest possible opportunity, and alternative arrangements will be discussed where feasible.

10. Equipment Responsibility

Barnett's Buddies is not liable for any injury, loss, or damage resulting from the failure or malfunction of pet equipment (including leads, collars, harnesses) or from equipment that is improperly fitted.

11. Outdoor Access

Barnett's Buddies accepts no liability for injury, disappearance, death, or penalties incurred if a pet is allowed unsupervised access to outdoor areas, whether by the owner's instruction or otherwise.

12. Liability & Insurance

Barnett's Buddies holds full public liability insurance covering all pet service related activities. The client remains responsible for any costs, claims, or damages arising from injury caused by their dog(s) to people, property, or other animals. While every effort will be made to ensure the safety and well-being of all pets in our care, Barnett's Buddies cannot be held liable for injury, loss, or death of a pet resulting from circumstances beyond our control, including but not limited to unforeseen accidents, sudden illness, or theft.

13. Duration of Agreement

This agreement shall remain in effect for all future services until a new agreement is signed. Barnett's Buddies reserves the right to terminate this agreement at any time, at its sole discretion. The client may terminate this agreement with a minimum of one (1) month's written notice.

14. Duty of Care

Barnett's Buddies is committed to providing reliable, compassionate, and attentive care for your pet(s) while you are at work or away from home. All walks will be conducted by the owner of Barnett's Buddies or an approved employee. Dogs may be walked individually or in small groups, with the maximum group size agreed in advance with the client. Walk durations refer to active walking time only and do not include travel, pick-up, or drop-off.

Services will be provided in all reasonable weather conditions, with necessary adjustments made in cases of extreme heat, cold, or adverse weather to ensure the safety and well-being of the dogs. Fresh water will be provided after each walk, and dogs will be towel-dried if wet whenever possible.

15. Pick-Up and Drop-Off

Dogs will be collected from and returned to the agreed address at the scheduled times, using a safe and secure method of transport that complies with UK Animal Welfare regulations and the Highway Code. If the client is not at home, access will be arranged through the provision of keys, access codes, or other agreed methods to ensure the service can be carried out as scheduled.

16. Cancellation Policy

Permanent Slots

A permanent slot refers to specific days booked each week on an ongoing basis.

The client is responsible for payment of all permanent slots, whether or not they are used.

Cancellations are at the client's discretion but remain chargeable.

Less than one (1) month's notice will incur FULL payment.

A maximum of 10 working days per calendar year may be cancelled for a holiday without charge. Any cancellations beyond this allowance will be charged at 50% of the standard rate to retain the slot.

Term-time-only permanent slots are not offered.

Non-Permanent Slots

Infrequent or ad-hoc bookings require a minimum of seven (7) days' notice for cancellation. Cancellations with less than seven (7) days' notice will remain chargeable in full.

17. Payment Terms

Invoices will be issued 5-7 days prior to the due date and are payable by the 1st of each month. Payment is accepted by bank transfer only, unless otherwise agreed in writing. Cash payments, if agreed, must be provided weekly on the first walk of the week.

Payment reminders will be sent on the 1st of each month. Late payments will incur a charge of £5 per day, which will be added to the outstanding balance.

18. Lead Requirements

The client is responsible for providing a safe and appropriate lead for their pet(s). In cases where a dog pulls excessively, a suitable lead, head collar, or harness must be supplied to ensure safe handling. If appropriate equipment is not provided, Barnett's Buddies reserves the right to use its own lead or handling equipment for safety purposes. Should the client wish to decline the use of alternative equipment, this must be confirmed in writing prior to the commencement of services.

19. Health, Behaviour & Suitability

All dogs must be up to date with vaccinations, flea and worm treatments, and microchipping in accordance with UK law. The client is responsible for informing Barnett's Buddies of any health issues, injuries, allergies, or behavioural concerns prior to the service commencing.

Pets must not display aggressive behaviour towards people or other animals, and if such behaviour occurs, Barnett's Buddies reserves the right to terminate services immediately. Dogs in season (bitches in heat) or those that are unwell will not be walked with other dogs and may require alternative care arrangements.

20. Group Walk Policy

Dogs will be matched into suitable groups based on size, temperament, and energy level to ensure a safe and enjoyable experience for all. Any dogs with known aggression, reactivity, or unpredictable behaviour will be walked individually. Puppies may participate in group walks only once they are fully vaccinated and capable of completing the full walk duration without risk to their health or wellbeing.

21. Weather Policy

During periods of extreme weather, such as heatwaves, heavy snow, ice, or high winds, walks may be shortened, rescheduled, or replaced with home visits or garden breaks to ensure the safety and wellbeing of the pets in our care. Safety will always be the highest priority, and alternative arrangements will be discussed with the client in advance wherever possible. If earlier walks, adjusted timings, or alternative garden visits are offered but declined by the client, our standard cancellation policy will apply, which may result in the full service fee being charged in accordance with the agreed terms.

In the event of rain or moderate wind, walks will proceed as normal. However, if winds reach gale force, owners will be informed that walks may need to be shortened to allow Barnett's Buddies to safely reach all dogs scheduled for that day, taking into account potential traffic disruptions. During periods of freezing temperatures, icy conditions, or heavy snow, walks may be cancelled entirely if it is deemed unsafe for both the dogs and the walker. All decisions will prioritise the safety and well-being of the animals in our care, as well as compliance with our duty of care obligations.

22. Day Off Policy

Barnett's Buddies will provide a minimum of 7 days' notice to all clients when taking planned time off to ensure sufficient opportunity to make alternative arrangements for pet care. Notice will be given in writing, either by email, text message, or other agreed communication method. In the case of unforeseen circumstances such as illness or emergencies, clients will be notified as soon as possible, and every reasonable effort will be made to arrange cover where feasible. This policy is in place to minimise disruption to your pet's routine while ensuring a fair and professional level of service.

23. Updates

Walk updates, photos, or notes can be provided to the client upon request to keep them informed about their pet's activities and well-being. Any incidents, concerns, or notable changes in behaviour observed during the service will be communicated to the client promptly to ensure transparency and allow for any necessary action.

24. Scavenging & Ingestion Liability Clause

The Owner acknowledges that some dogs may be prone to scavenging, foraging, or ingesting discarded food, waste, or other materials while on walks. While the Dog Walker will take reasonable care to supervise and manage the Dog at all times, it is not always possible to prevent a Dog from ingesting substances encountered in public or outdoor environments.

Where a Dog is known to be prone to scavenging or eating rubbish, the Owner agrees to disclose this in advance and provide appropriate control measures, such as a properly fitted muzzle or other agreed preventative equipment. If such control measures are not provided or authorised by the Owner, the Dog Walker accepts no responsibility or liability for any illness, injury, veterinary costs, or related consequences arising from the Dog ingesting foreign or unsuitable substances during walks.

The Owner further acknowledges that even Dogs not known to scavenge may occasionally ingest items unexpectedly. In such instances, provided the Dog Walker has acted reasonably and without negligence, the Dog Walker shall not be held liable for any resulting illness, injury, or loss.

This clause does not exclude liability where illness or injury is caused directly by the Dog Walker's proven negligence or wilful misconduct.

Last updated: 19 July 2026