



DAMAGE POLICY





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At Barnett's Buddies, we understand that dogs can sometimes cause accidental damage to clothing, equipment, or other items used by our pet carers during their walks. To ensure clarity and fairness for all parties, the following policy outlines how we handle situations involving damage caused by a dog.

Responsibility for Damages: If a dog damages the walker's clothing, equipment, or personal belongings (such as leads, harnesses, bags, or devices) during the walk or visit, the owner may be responsible for covering the cost of repair or replacement. This includes situations where the dog exhibits destructive behavior, such as chewing, biting, or excessive pulling.

Assessment of Damage: In the event of any damage, the pet carer will notify the owner immediately and provide photographic evidence where possible. We will assess the extent of the damage and discuss repair or replacement options with the owner in a fair and transparent manner.

Owner's Liability: While minor wear and tear is expected during the normal course of pet care, any significant damage caused by a dog's actions may result in a request for compensation from the owner to cover the cost of repair or replacement. This applies to damage resulting from behavior that is not typical of a well-behaved or trained dog.

Prevention Measures: We encourage all owners to ensure their dog is properly equipped with suitable leads, harnesses, or muzzles (if necessary) and to inform us in advance of any behavioral issues that may increase the likelihood of damage. If the dog has a known history of destructive behavior, we will work with the owner to take appropriate preventative measures to avoid incidents.

Communication: Open and honest communication between the owner and the pet carer is essential. If any concerns about a dog's behavior arise, we will discuss these with the owner to find a solution that works for both parties and ensures the ongoing safety of both the walker and the dog.