



# 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

# Our Prices

Contact for a tailored quote as prices may vary by species, size, habitat & more

## Welfare & Feeding Drop-Ins

Standard 30 minute check-in ..... £12

Extended 1 hour visit ..... £16

Additional pet surcharge (per pet) ..... +£4

*Medication & Supplements: Basic OTC supplements included in visit charge.*

*Vet prescribed medications: +£6 surcharge. Medication must be unopened and vet labelled with pet's name.*

## Pet Walking

Solo walk - 30 minutes (ideal for young, elderly, or small pets) ..... £18

Solo walk - 1 hour ..... £25

Group walk - 1 hour ..... £15

*Solo walk times include drying off, fresh food/water & securing your home.*

*Multi-pet & repeat booking discounts available.*

## Poop Patrol

Initial garden clean (depending on size/condition) ..... £20

Weekly maintenance visit (as part of drop in or walk) ..... £10

## Pet Chauffeur

Minimum charge (up to 5 miles) ..... £20

Per mile after 5 miles ..... +£1.50

## Home from Home Boarding

Per night (depending on booking specifics) ..... £30

*Multi-pet discount available. We can care for up to four animals at a time.*

## House Sitting

Daily routine visits (no overnights) ..... £45

24 hour stay (including overnight) ..... £75

*Limited availability - please contact to discuss.*

*All prices are examples and may vary depending on species, size of habitat, garden condition, distance & booking specifics.*

*Please contact us for a tailored quote.*



# WEATHER POLICY





# WEATHER POLICY

## Heat

When providing pet walking and care services, the safety and well-being of the animals in our care is always the highest priority. Weather conditions play a key role in safe service delivery, and we maintain a clear policy to address potential heat-related risks.

We avoid walking pets when temperatures exceed 20°C (68°F), as higher temperatures pose significant risks to their health. Pets are more susceptible to heat stress because they cannot cool down efficiently through sweating and rely primarily on panting to regulate body temperature. Above 20°C, they may struggle to dissipate excess heat, which can lead to heat exhaustion or, in severe cases, heatstroke. To protect your pet, walks will be scheduled during cooler parts of the day wherever possible. Where rescheduling is not feasible, alternative arrangements will be offered, such as supervised garden time with access to shade and fresh water, or a brief toilet break in a shaded area. Despite any adjustments, we remain committed to your pet's comfort and happiness, allowing extra time for cooling down, hydration, and enrichment.

## Snow & Ice

Adverse weather such as snow and ice can affect our ability to reach each client safely and on time. In these conditions, delays may occur and walk durations may be shortened to ensure all scheduled pets are attended to. Any adjustments will be reflected transparently in your next invoice. The safety of both the pets in our care and our team remains paramount, and we appreciate your understanding when weather conditions affect the regularity or length of scheduled services.

## Storms

We recognise that some pets are sensitive to adverse weather, particularly wind and rain, and may be reluctant to walk in such conditions. In these instances, we will gently encourage them outside for necessary relief and then remain on-site, engaging in attentive indoor activities until the scheduled service duration has elapsed. The well-being and comfort of each pet remains our priority.

If walks are cancelled entirely due to adverse weather, our standard cancellation policy will apply. This policy outlines the terms associated with cancellations and is in place to maintain operational efficiency while accommodating the needs of both clients and their pets.

We are committed to transparent communication regarding your pet's safety in challenging weather. Our foremost responsibility is to ensure the well-being and security of the animals in our care, and we will always keep you informed of our proposed course of action. Your understanding and cooperation help us deliver the best possible care for your pets.



# LIABILITY WAIVER





# LIABILITY WAIVER POLICY

At Barnett's Buddies, the safety and well-being of your pet is our top priority. While we take every precaution to ensure a safe and caring environment, by using our services you acknowledge and agree to the following terms:

## **1. Assumption of Risk**

While in our care, your pet may interact with other animals, explore outdoor environments, or experience new situations. You understand that there are inherent risks involved and accept full responsibility for any outcomes that may arise.

## **2. Owner Responsibility**

You confirm that your pet is up to date with vaccinations, is free from contagious illness, and does not have a history of aggressive behaviour unless previously disclosed. Any known behavioural concerns must be communicated in writing before services begin.

## **3. Injury or Illness**

In the unlikely event that your pet becomes injured or ill while in our care, we will contact you or your emergency contact immediately. If urgent care is needed, we reserve the right to seek veterinary treatment at your expense.

## **4. Property Damage or Personal Injury**

You accept full financial responsibility for any damage your pet may cause to property, other pets, or people during the duration of care, including during walks, visits, or stays.

## **5. Release of Liability**

By leaving your pet in our care, you agree to release Barnett's Buddies, its owner, and staff from all liability for injury, illness, loss, or death of your pet, except in cases of proven negligence.

## **6. Emergency Situations**

In the case of a natural disaster, emergency, or event beyond our control, we will make every reasonable effort to protect and care for your pet but cannot guarantee outcomes. You agree not to hold us liable for events outside our control.

## **Client Acknowledgement**

By using our services, you confirm that you have read, understood, and agreed to the terms of this Liability Waiver Policy.



# DROP OFF & PICK UP





# DROP OFF AND PICK UP POLICY

## **Drop-Off & Pick-Up Policy**

To ensure a smooth and stress-free experience for both you and your pet, please note our drop-off and pick-up procedures:

### **Drop-Off Guidelines**

**Pre-Arranged Times Only:** All drop-offs must be scheduled in advance. Please arrive at the agreed time to avoid delays or overlaps with other clients.

**Arrival Window:** Please arrive within a 15-minute window of your scheduled time. Early or late arrivals may affect our ability to care for all pets appropriately.

**Secure Hand-Off:** Pets must arrive on a secure lead or in a suitable carrier. Please do not release your pet from the vehicle without assistance or prior agreement.

### **Pick-Up Guidelines**

**Timely Pick-Ups:** Pets must be collected at the agreed time. Late collections may incur a fee (see below).

**Early Collections:** If you plan to collect your pet earlier than scheduled, please provide at least 2 hours' notice.

**Late Pick-Up Fee:** A £10 late fee may apply for collections more than 30 minutes past the scheduled time, unless prior notice has been given.

### **Additional Notes**

**ID Tags Required:** All pets must wear a collar with an ID tag attached (where applicable to the species).

**Emergency Contacts:** Please ensure your emergency contact details are up to date in case we need to reach you urgently.

**Changes or Cancellations:** Please inform us of any schedule changes as early as possible so we can accommodate everyone smoothly.

We appreciate your cooperation in helping us provide the safest and most reliable care for your pets.



# GROUP WALK POLICY





# GROUP PET POLICY

Here at **Barnett's Buddies**, we do not provide group care for large numbers of pets. This is due to safety and minimising any risks to the pets, the carer, and the general public.

Our main priority here at **Barnett's Buddies** is safety and under no circumstances will we care for your pet in a large group. The maximum number of pets we care for together is five (5). This is also recommended by our insurance and set out in their policy. We are not covered to supervise more than five (5) pets at one given time.

We understand that many pets enjoy socialising and how beneficial it can be for them, which is why we are confident that our policy of no more than five (5) pets is perfect for your pet's benefit.

Here at **Barnett's Buddies**, we need to think about the safety of ourselves, the pets in our care, and the general public. Large groups can be intimidating for other pet owners and carers, especially if their pet is of a nervous disposition, and we need to keep this in mind. There is also the risk of transmitting disease and illness quickly amongst the group no matter how careful we may be.

When there is a large group there is more likely to be bullying and intimidation within the group. Smaller or more timid pets may feel threatened and therefore will not enjoy their time in our care, which is not what we want. In large groups some pets may actually develop hostility or fear toward unfamiliar animals rather than acquiring new friends. Here at **Barnett's Buddies**, we want every pet to look forward to their sessions and enjoy every second with their companions and us.

We also must think very carefully about how we would deal with a conflict if one arose. It is common sense that a large group of pets would be very hard for one person to handle, which further demonstrates why we do not provide group care for large numbers. It is important to realise that pets cannot be expected to get along all the time, so we here at **Barnett's Buddies** have this policy of a maximum of five (5) pets so that everyone is safe and having the best time during their sessions.



# CANCELLATION POLICY





# CANCELLATION POLICY

To ensure the smooth operation of our business and to accommodate the diverse needs of our clientele, we have established the following terms and conditions regarding payment, cancellations, and slot management:

**Payment Terms:** Customers are required to make monthly advance payments for scheduled services. This approach allows us to efficiently manage our operations and ensures that all available slots are promptly filled.

**Cancellation Policy:** We kindly request one month's notice for any cancellations, including those due to holidays or sickness. This advance notice enables us to optimise our scheduling and allocate available slots to clients with evolving monthly requirements.

Should a full month's notice be provided, no additional charges will be incurred. This policy enables us to seamlessly fill vacant slots with clients seeking varied schedules each month.

**Permanent Slots:** For clients with permanent slots booked each week continuously, payment for the slot is expected, whether utilised or not. Cancellations are at your discretion but remain chargeable. In the case of holiday cancellations, a maximum of 12 working days can be cancelled without charge. Any cancellations exceeding 12 days will incur a half-rate charge to secure your slot. Please note that term-time-only permanent slots are not offered.

**Non-Permanent Slots:** For infrequent (non-permanent) booked services, a minimum notice of one week is required for cancellations. Cancellations made with less than one week's notice will be subject to charges. Non-permanent slot holders will not maintain a fixed schedule, and sessions will vary each month to accommodate the flexible needs of our clients.

To initiate a cancellation, please contact us promptly via phone, email, or text at 07451228800.



# KEY RELEASE/ RETURN





# KEY HOLDING POLICY & WAIVER

When providing pet care services that require access to your home, Barnett's Buddies may hold a key or entry device (e.g., key fob, code, or remote) to access your property. This policy outlines how your keys are stored, used, and returned, and includes a waiver of liability in the event of loss or damage.

## **1. Key Collection & Return**

We take every precaution to ensure your property is accessed respectfully and securely. Keys may be collected in person at an initial consultation, from a lockbox, or as otherwise agreed. Clients must confirm access instructions in writing, including alarm codes or key locations. Keys are returned at the end of service, during a scheduled handover, or upon written request. Return options include in-person handback, secure drop-off, or retention on file for future bookings. If a client requires a key returned urgently, we request 48 hours' notice to coordinate logistics. Lost or unlabelled keys cannot be returned without identification of the correct address.

## **2. Key Storage & Security**

Client keys and access information are stored securely and handled with strict confidentiality. Physical keys are kept in a locked, access-controlled container when not in use. Keys are coded without using client names or addresses to protect privacy. Digital access codes and alarm details are stored in encrypted, password-protected systems. Only authorised personnel will have access to your keys and home details. We do not write addresses on key tags or labels for safety reasons. If we use third-party staff, they will be vetted and trained in key-security procedures.

## **3. Use of Keys & Property Access**

Keys will only be used for the agreed purpose of caring for your pet(s). We will only enter your property at times arranged or necessary for booked services. No other person (family, friends, tradespeople) will be permitted to enter your home during our care unless previously authorised by you in writing. We will not move or use any personal belongings outside the scope of pet care (e.g., appliances, furniture). Windows, doors, and gates will be checked for security before we leave the property. Keys will not be copied or shared without your written permission. If a key becomes unusable (e.g., damaged, worn), we will notify you immediately to arrange a replacement.

#### **4. Lost, Damaged, or Stolen Keys**

While extremely rare, the following outlines our process in the event of key issues:

If a key is lost, we will inform you immediately and assist in arranging re-entry or rekeying.

Barnett's Buddies is not liable for locksmith or replacement fees unless the loss is due to gross negligence.

If keys are stolen, we will advise you promptly and cooperate with police or insurance reporting as needed.

In the event of a break-in unrelated to our access or care window, we accept no liability unless otherwise proven.

Clients are advised to keep spare keys or have a backup plan for urgent access needs.

Insurance coverage for property and key-related losses remains the responsibility of the homeowner.

#### **5. Ongoing Key Retention**

We offer secure key retention for clients who book regular or repeat services.

You may choose to allow us to keep your key on file for ease of future bookings.

Keys will continue to be stored securely as outlined in this policy.

You may request the return of your key at any time in writing.

If services have not been used for 12 consecutive months, unclaimed keys may be destroyed.

If your lock has been changed, please notify us and arrange a new key if services are to continue.

We reserve the right to charge a small fee for urgent key collection or drop-off outside our usual hours or zones.

#### **6. Client Agreement & Waiver**

By providing your key and using our services, you confirm the following:

You give permission for Barnett's Buddies to access your home as agreed for pet care purposes.

You understand our procedures for secure key storage, use, and return.

You accept that, while every precaution is taken, you waive liability for minor key issues unless due to proven negligence.

You agree to keep us informed of any changes to locks, codes, or alarm systems.

You release Barnett's Buddies from responsibility for unrelated home incidents (e.g., power cuts, leaks) unless caused by our actions.

You agree that this policy remains valid for future bookings unless withdrawn in writing.



# PAYMENT POLICY





# PAYMENT POLICY

This Payment Policy outlines the terms and expectations regarding fees, payment methods, deposits, and late charges for all services provided by Barnett's Buddies. By booking services with us, you agree to comply with the following payment terms.

## 1. Accepted Payment Methods

We accept the following secure and convenient payment options:

Bank transfer (details will be provided on your invoice or upon request).

Cash payments (by prior arrangement only; must be provided at the start of the service).

PayPal or other online platforms (if offered — may be subject to small processing fees).

Standing orders or regular scheduled transfers for recurring clients.

No cheques or cryptocurrency payments are accepted.

All payments must be made in GBP unless otherwise agreed in writing.

## 2. Payment Due Dates

To maintain smooth operations, timely payments are essential.

Payment for one-off bookings is due in full at the time of booking or no later than 48 hours before the service begins.

For weekly recurring services, invoices are issued in advance and are due weekly on the agreed day.

Pet sitting or overnight care bookings require payment in full at least 5 days prior to the start of the service.

Bookings made on short notice (within 48 hours) must be paid immediately to secure the slot.

Services may be withheld or paused if payment is not received by the due date.

A receipt or payment confirmation can be provided upon request.

## 3. Deposits & Advance Payments

Certain bookings require a deposit to confirm your reservation.

A non-refundable deposit of 25% is required for pet sitting, holiday care, or extended bookings over 3 days.

The deposit amount will be applied to your final invoice.

Your booking is not confirmed until the deposit has been received.

In the event of cancellation, the deposit may be transferred to a future booking at our discretion.

For new clients, we may request full payment upfront for the first booking.

Deposits can be paid via the same methods listed in Section 1.

#### **4. Late Payments**

We understand that delays can happen, but consistent late payments disrupt our business operations.

A late-payment fee of £10 may be applied to any invoice unpaid more than 3 days after the due date.

Continued non-payment may result in suspension or cancellation of services.

If payment is more than 7 days overdue, we reserve the right to pursue recovery action or refer the debt to a third-party collection agency.

We will contact you once before a late fee is applied, giving you a chance to resolve the issue.

Late fees must be cleared in full before future services are resumed.

Repeated late payments may result in removal from our client list.

#### **5. Cancellations & Refunds**

Our cancellation and refund terms are designed to balance fairness and business sustainability.

Cancellations with less than 24 hours' notice may be charged in full.

Services cancelled with 48 hours' or more notice may be eligible for a credit or partial refund (minus any deposit).

No-shows or last-minute cancellations will not be refunded.

Refunds are not issued for early returns once pet sitting has commenced.

If we must cancel a service due to staff illness or emergency, a full refund or credit will be provided.

All refund decisions are at the discretion of Barnett's Buddies.

#### **6. Agreement & Acknowledgement**

By booking services, you confirm that you have read, understood, and agree to the terms of this Payment Policy.

You accept responsibility for ensuring that payments are made on time and in full.

You agree to provide current contact and billing details for invoicing.

You understand that failure to follow this Payment Policy may result in the suspension or refusal of services.

You accept the deposit and late-fee structure outlined above.

You agree to discuss any payment issues with us promptly to avoid misunderstandings.

This policy applies to all services provided unless otherwise agreed in writing.



# PETS IN SEASON POLICY





# PETS IN SEASON POLICY

At Barnett's Buddies, the safety and well-being of the pets in our care are of utmost importance. We understand that pets in season or experiencing heightened reproductive behaviour require special attention to ensure both their safety and the safety of other animals. To provide the best possible care, we have implemented the following policy:

**Individual Care Only:** Pets in season will be cared for individually to avoid interactions with other animals. This ensures their safety and reduces the risk of unwanted attention or mating behaviour.

**Quieter Scheduling:** Sessions will be scheduled during quieter times of the day to minimise exposure to other animals and distractions. This helps reduce stress and keeps the session calm.

**Secure Environments:** Care will take place in secure areas away from high-traffic zones, ensuring the pet is not approached by other animals or exposed to unnecessary stimulation.

**Extra Supervision:** The pet carer will maintain full control and close supervision at all times to avoid any unwanted incidents. Extra vigilance will be taken when other animals are nearby.

**Owner Communication:** We will always communicate with the owner prior to caring for a pet in season to discuss any special needs or requests and confirm the safety measures we will take.

**Cancellations:** If preferred, scheduled sessions for pets in season can be postponed or cancelled during this time, and no cancellation fee will be applied.

By adhering to this policy, we aim to ensure a safe, stress-free experience for pets in season and provide peace of mind to their owners. Please reach out if you have any further questions regarding this policy.



# AGGRESSIVE OR REACTIVE BEHAVIOUR POLICY





# AGGRESSIVE OR REACTIVE BEHAVIOUR POLICY

At Barnett's Buddies, we are committed to providing a safe and positive environment for all pets in our care. To protect the well-being of the animals, our team, and members of the public, this policy outlines how we assess and manage pets displaying aggressive or reactive behaviour.

## **1. Behaviour Disclosure Requirement**

All clients are required to fully disclose any past or current behavioural issues at the time of booking. This includes any history of aggression, reactivity, fear-based behaviours, or resource guarding. Owners must inform us of incidents involving lunging, snapping, biting, striking, growling, hissing, or other threatening displays.

Even if a pet has not shown aggression recently, past behaviour must still be disclosed for risk assessment.

Disclosure applies to behaviour toward people, other animals, or specific triggers (e.g., loud noises, unfamiliar environments, handling).

Withholding behavioural history may result in immediate service termination.

We may require a behaviour consultation or written information from a qualified behaviourist before continuing care.

## **2. Definitions of Unacceptable Behaviour**

To ensure the safety of all involved, the following behaviours are considered unacceptable during services:

Aggressive displays including growling, hissing, snarling, lunging, striking, or biting directed at humans or other animals.

Uncontrollable reactivity when exposed to triggers such as unfamiliar animals, people, noises, or environments.

Severe resistance to handling combined with unresponsiveness to carer direction.

Destructive behaviour in a home, vehicle, or enclosure, particularly when related to separation anxiety.

Excessive dominance, bullying, or rough interaction with other pets.

Any behaviour that places other pets, people, or our team at risk of harm.

## **3. Safety Measures & Management**

If we agree to care for a pet with mild behavioural challenges, we will implement specific safety protocols.

Pets may receive individual care only and not be allowed to mix with others.

Appropriate containment, restraint, or handling equipment (e.g., secure harnesses, carriers, muzzles where applicable) may be used.

Sessions will be carried out in quiet or low-stimulation environments to reduce exposure to known triggers.

We may reduce session duration to accommodate emotional regulation and stress management.

Our carers will never use punishment-based methods, but safety will always come first.  
We reserve the right to end a session immediately if behaviour becomes unsafe.

#### **4. Behaviour Changes During Care**

Pets may behave differently in new environments or with unfamiliar carers. If concerning behaviours arise during services:  
We will document and report any incidents to the owner as soon as possible.  
Services may be paused until the behaviour can be reassessed.  
We may recommend behavioural support, training sessions, or veterinary input.  
Sudden aggression or unpredictable responses will result in temporary or permanent service suspension.  
Our team is trained to recognise signs of stress or escalation and will always act in the best interest of safety.  
If risk to humans or animals becomes significant, emergency collection may be required.

#### **5. Liability & Refusal of Service**

We maintain a zero-tolerance policy for knowingly aggressive or dangerous pets placed in our care without disclosure.  
We reserve the right to refuse service to any pet that poses a safety risk.  
If a pet bites, attacks, or causes injury to a carer, another pet, or a third party, the owner accepts full liability.  
Any damage to property, vehicles, or our equipment resulting from aggression may be chargeable.  
No refunds will be issued for cancelled services due to aggression or behaviour-related suspension.  
Repeated behavioural issues or dishonesty will result in permanent removal from our client list.  
We may require owners to seek professional behavioural support before reconsidering future bookings.

#### **6. Agreement & Responsibility**

By using our services, you acknowledge and agree to the following:  
You have disclosed all relevant behavioural information truthfully and in full.  
You understand our definition of unacceptable behaviour and safety thresholds.  
You accept that services may be adjusted, limited, or cancelled in the interest of safety.  
You agree to maintain training, socialisation, and care to support your pet's behaviour.  
You accept full responsibility for any injury or damage caused by your pet's behaviour.  
You support our use of professional discretion in managing challenging or unsafe behaviour.



# PET HEALTH & VACCINATION POLICY





# PET HEALTH & VACCINATION POLICY

At Barnett's Buddies, the health and safety of all animals in our care is our highest priority. To ensure a safe environment for all clients and their pets, we require that the following health and vaccination standards are met before any services commence.

## **Vaccination Requirements**

All pets in our care must be fully vaccinated where applicable and dogs must be up to date on the following core vaccines:

Distemper

Parvovirus

Hepatitis (Adenovirus)

Leptospirosis

Kennel Cough (Bordetella) – Required if your pet will be participating in group walks, play sessions, or boarding with other pets

Proof of vaccinations from a licensed veterinarian must be provided before the first booking.

We reserve the right to request updated vaccination records at any time.

## **Flea, Tick & Worming Prevention**

To protect all animals in our care:

Pets must be on a regular flea and tick prevention program.

Pets must be wormed routinely as recommended by your veterinarian.

If signs of infestation are found (fleas, ticks, worms), we may refuse service or require the pet to be treated before resuming care.

## **Illness & Contagious Conditions**

For the well-being of all animals, please do not bring or schedule services for your pet if they show any of the following:

Coughing, sneezing, or nasal discharge

Vomiting or diarrhea

Signs of contagious skin conditions (e.g., mange, ringworm)

Unusual lethargy or signs of pain

Any known exposure to contagious illnesses (e.g., kennel cough, parvovirus) within the last 14 days

If your pet becomes unwell while in our care, we will contact you immediately and may isolate them or seek veterinary advice depending on the severity.

**Pets in Heat**

Female pets in heat will not be accepted for group walks, daycare, or boarding during their cycle. Please inform us if your pet is due to come into season so we can adjust bookings accordingly.

**Injuries or Pre-Existing Conditions**

If your pet has a pre-existing injury, medical condition, or is recovering from surgery, please notify us before booking so we can assess whether we can safely accommodate their needs.

**Policy Agreement**

By using our services, you confirm that:

Your pet is fully vaccinated and parasite-free.

You will notify us of any illness, injury, or exposure to contagious disease.

You understand that failure to comply with this policy may result in refusal or suspension of services

**6. Senior Pet Care**

We welcome senior pets and understand their unique needs. However, due to age-related health concerns, we require that any pet over the age of 10 be assessed individually. Owners must disclose any mobility issues, medications, or conditions such as arthritis or cognitive decline. For very elderly pets or those with ongoing health concerns, we may request a note from your vet confirming suitability for walks or extended care.

**7. Veterinary Contact & Authorisation**

All clients must provide details of their preferred veterinary practice. In the event of illness or injury, we will attempt to contact you and your vet. However, in emergency situations, we reserve the right to take your pet to the nearest available veterinary clinic. By using our services, you agree that we are authorised to seek care on your behalf and that you are financially responsible for any treatment costs incurred.

**8. Emergency Treatment Refusal**

If you prefer to be contacted before any emergency treatment is administered, you must provide written instructions to that effect. Please note that delaying medical intervention can increase the risk to your pet's health. Without written refusal on file, we will always act in the best interest of your pet and seek prompt care if required.

**9. Skin, Coat & Grooming Issues**

We are not liable for any pre-existing skin conditions, matting, or coat issues that may worsen during walks, play, or weather exposure. Owners must inform us of any sensitivities, allergies, or grooming-related needs. If we observe unusual hair loss, rashes, or skin irritation, we may recommend pausing services and suggest a veterinary review before continuing care.



# FLEA, TICK & PARASITE POLICY





# FLEA, TICK & PARASITE POLICY

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.



# CAT FLAP POLICY





# CAT FLAP POLICY

At Barnett's Buddies, we prioritize the safety and well-being of every pet under our care. While we primarily focus on dogs, we understand that some clients may also have cats with access to a cat flap. This policy outlines our approach to managing homes with cat flaps during our pet care visits.

1. **Responsibility for Cats:** Our pet care services are dedicated to the care and exercise of dogs. While we are aware of cats' presence, our primary focus during visits will be on your pet(s). We will ensure any cats that enter or exit through a cat flap do so without intervention on our part.
2. **Access and Security:** If you have a cat flap that allows your cat to come and go freely, please let us know about any special requirements or settings, such as timed locking features or microchip access. We will not adjust cat flap settings unless specifically requested and will ensure the flap is secure if needed.
3. **Outdoor Access for Cats:** If your cat has outdoor access via the cat flap, we ask that you inform us of any specific instructions or concerns regarding their outdoor habits. Our walkers will remain vigilant about closing doors behind them to prevent accidental escapes or unauthorized access to areas without cat flap protection.
4. **Communication of Concerns:** If we observe any issues with the cat flap or encounter your cat needing assistance, we will inform you immediately. We recommend a secure setup for the cat flap to prevent unintended access by other animals, especially during our pet care times.
5. **Liability for Cats' Outdoor Activity:** As part of this policy, we do not take responsibility for the whereabouts or safety of cats that access the outdoors through a cat flap. While we will exercise reasonable care to prevent any interference with their routine, outdoor access for cats will remain at the owner's risk.

This policy helps us ensure that both your pet and cat can enjoy safe, stress-free experiences while you're away. If you have any specific requests or instructions regarding your cat's routine, feel free to reach out!



# DAMAGE POLICY





# DAMAGE POLICY

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.



# HOME ACCESS POLICY





# HOME ACCESS POLICY

As your trusted pet sitter, it is essential that we have reliable access to your home to ensure the care and well-being of your pet during scheduled walks. To make sure walks go smoothly, the following policy applies to access to your home:

## **1. Key or Access Information**

Clients are responsible for providing a working method of access to their home, which may include:

A key to the property.

Keyless entry codes (e.g., door or garage codes).

Access through a designated person (e.g., concierge or family member).

All keys or access codes will be securely stored and used only for the purposes of pet care. Any changes to access methods (such as changing locks, codes, or contact details of the person providing access) must be communicated to the pet sitter at least 24 hours before the next scheduled walk.

## **2. Inability to Access the Property**

In the event that the pet sitter is unable to access the Client's home due to reasons beyond their control (e.g., locks changed without notice, malfunctioning keyless entry systems, blocked entry, or failure of designated individuals to provide access), the following will apply:

The scheduled walk will still be charged at the full rate.

The pet sitter will make reasonable efforts to contact the Client or any emergency contact to resolve the access issue. If access cannot be gained within [Insert Timeframe, e.g., 15-20 minutes] of the scheduled walk time, the walk will be considered canceled and chargeable.

## **3. Client Responsibilities**

It is the Client's responsibility to ensure that access to their home is available during the agreed-upon time for pet care. This includes:

Providing accurate keys, codes, or contact details for entry.

Ensuring that all gates, doors, and security systems are functioning properly.

Communicating any changes to access information as soon as possible.

#### **4. Emergency Situations**

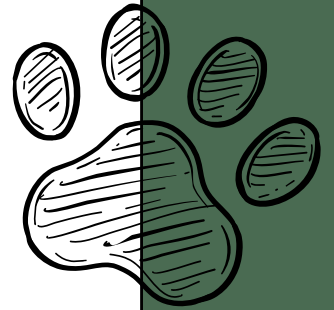
If access cannot be gained and the dog walker believes the pet's well-being may be at risk (e.g., if a pet is locked inside for an extended period), the dog walker may take reasonable steps to address the situation, such as contacting an emergency contact or animal services, if necessary. Any additional costs incurred as a result of such actions will be the Client's responsibility.

#### **5. Cancellation or Rescheduling Due to Access Issues**

If the Client anticipates any issues with access (e.g., temporary lockouts, renovations, or other factors), the Client must notify the dog walker at least [Insert Cancellation Notice Period, e.g., 24 hours] in advance to reschedule or cancel the walk without charge. Failure to provide sufficient notice may result in the walk being chargeable.



# NON-DISCLOSURE POLICY





# NON-DISCLOSURE POLICY

Effective Date: 01/07/2026

Barnett's Buddies, referred to as "the Company," is committed to safeguarding sensitive and confidential information. This Non-Disclosure Policy outlines the guidelines and expectations for employees, contractors, and any other parties with access to confidential information.

## **1. Definition of Confidential Information**

### **a. Scope:**

Confidential information encompasses proprietary and sensitive data that is vital to the Company's operations, competitive advantage, or intellectual property. This includes, but is not limited to, trade secrets, financial data, customer lists, marketing strategies, proprietary technology, product development plans, and any other information not generally known to the public.

### **b. Exclusions:**

Information that is publicly available, rightfully obtained from a third party without a duty of confidentiality, or independently developed without reference to the Company's confidential information is not covered by this policy.

## **2. Duty to Protect Confidential Information**

### **a. General Duty:**

Employees and contractors have an obligation to protect the Company's confidential information from unauthorized disclosure, both during and after their association with the Company.

### **b. Third-Party Obligations:**

Third parties, including vendors, consultants, and partners, may be granted access to confidential information under specific agreements. These agreements will explicitly outline their duty to maintain confidentiality.

to change at the discretion of Barnett's Buddies. Last updated: [Insert Date].

### **3. Access to Confidential Information**

#### **a. Need-to-Know Basis:**

Access to confidential information is restricted to individuals with a legitimate business need. Employees are encouraged to share confidential information internally only on a "need-to-know" basis, limiting exposure to those essential to the completion of specific tasks.

#### **b. Training:**

Employees will receive comprehensive training on identifying and handling confidential information appropriately. This includes awareness of the potential consequences of unauthorized disclosure, as well as guidance on secure storage and transmission.

### **4. Marking and Handling of Confidential Information**

#### **a. Marking:**

Confidential documents should be clearly marked as such to notify individuals of the sensitive nature of the information. Electronic files should be password-protected if possible, adding an additional layer of security.

#### **b. Handling:**

Employees must take reasonable steps to prevent unauthorized access to confidential information. This includes securing physical documents in lockable storage and using secure electronic transmission methods, such as encrypted emails or secure file-sharing platforms.

### **5. Non-Disclosure Agreements**

#### **a. Execution:**

Employees and relevant third parties may be required to sign non-disclosure agreements (NDAs) before gaining access to confidential information. These agreements will detail the specific terms and obligations regarding the protection of confidential information.

#### **b. Enforcement:**

Violation of an NDA may result in legal action, including injunctions and damages, as well as disciplinary action by the Company. Enforcement mechanisms will be pursued to the fullest extent of the law.

### **6. Permitted Disclosures**

#### **a. Legal Obligations:**

Disclosures required by law, regulation, or court order are permitted. However, employees should notify the Company's legal department before making such disclosures, if possible, to assess and address legal implications.

#### **b. Consent:**

Disclosure may be permitted with the written consent of the Company or the individual who provided the information. Consent should be obtained in a clear and documented manner.

- **7. Reporting Violations**

- a. Internal Reporting:
- Employees are encouraged to report any suspected violations of this policy to their supervisor, human resources, or the legal department promptly. Reporting channels will be provided to ensure confidentiality and protection against retaliation.
- b. Whistleblower Protection:
- The Company prohibits retaliation against individuals who, in good faith, report suspected violations of this policy. Robust whistleblower protection measures will be implemented to encourage open reporting.

- **8. Consequences of Violations**

- a. Disciplinary Action:
- Violations of this policy may result in disciplinary action, the severity of which will be commensurate with the nature and severity of the violation. Disciplinary actions may include verbal or written warnings, suspension, or termination of employment or contractual relationship.

- **9. Duration of Confidentiality Obligations**

- a. Post-Termination Obligations:
- The duty to protect confidential information continues after an individual's association with the Company ends, whether through termination, resignation, or the conclusion of a contractual arrangement. Former employees and contractors remain bound by their confidentiality obligations.

- **10. Review and Updates**

- a. Regular Review:
- This policy will be subject to regular reviews to ensure its effectiveness and relevance. Updates will be made as needed to address changes in business practices, technology, or legal requirements.
- b. Updates:
- The Company reserves the right to update or modify this policy at its discretion. Updates will be communicated to employees and relevant parties, and the effective date of the policy will be revised accordingly.

- **11. Acknowledgment**

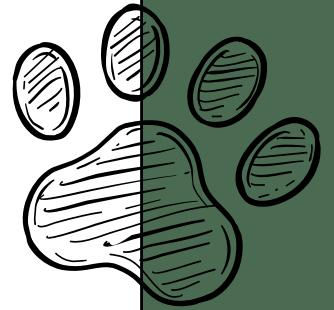
- a. Employee Acknowledgment:
- By continuing employment or engagement with the Company, individuals acknowledge their understanding and agreement to abide by this Non-Disclosure Policy. Employees are responsible for staying informed about any updates or modifications to the code.

- **Barnett's Buddies**

- This policy is subject to change at the discretion of Barnett's Buddies. Last updated: [Insert Date].



# CODE OF CONDUCT





# CODE OF CONDUCT POLICY

Effective Date: 07/07/2026

Barnett's Buddies, hereafter referred to as "the Company," recognizes the importance of maintaining a workplace culture characterized by professionalism, integrity, and ethical conduct. The following detailed Code of Conduct outlines specific principles and expectations for all employees, contractors, and representatives of the Company.

## **1. Professionalism and Integrity**

### **a. Professional Behavior:**

Employees are expected to uphold the highest standards of professional behavior. This includes dressing appropriately, communicating effectively, and maintaining a positive and collaborative attitude towards colleagues and clients.

### **b. Integrity:**

Integrity is a fundamental value of the Company. Employees are expected to act with honesty and transparency in all business dealings, avoiding conflicts of interest and ensuring their actions align with the best interests of the Company and its stakeholders.

## **2. Compliance with Laws and Regulations**

### **a. Legal Compliance:**

Employees are required to adhere to all applicable laws, regulations, and industry standards relevant to their roles. Any legal uncertainties should be promptly addressed with the legal department.

### **b. Conflicts of Interest:**

Employees must promptly disclose any situation where personal interests may conflict with the Company's interests. The Company will work to resolve or manage such conflicts in a fair and transparent manner.

## **3. Confidentiality**

### **a. Confidential Information:**

Employees must respect the confidentiality of information belonging to the Company, clients, and colleagues. This includes trade secrets, financial data, client lists, and any other proprietary information.

b. Non-Disclosure Agreements:

Employees must strictly adhere to any non-disclosure agreements they have signed, both during the term of their employment and after its termination.

#### **4. Workplace Behavior**

a. Harassment and Discrimination:

The Company is committed to maintaining a workplace free from harassment and discrimination. Employees are expected to treat each other with respect and courtesy, avoiding any form of discrimination or harassment based on protected characteristics.

b. Drug-Free Workplace:

The use, possession, or distribution of illegal drugs or alcohol on Company premises or during work hours is strictly prohibited. Employees are expected to report to work in a fit condition to perform their duties.

#### **5. Use of Company Resources**

a. Company Property:

Employees are expected to use company resources responsibly, including equipment, facilities, and time. All resources should be utilized for business-related purposes.

b. Information Technology:

Employees must follow the company's IT policies and guidelines, exercising caution and responsibility when using email, the internet, and other technology resources.

#### **6. Social Media and External Communications**

a. Social Media Usage:

When representing the Company on social media, employees are expected to do so professionally and responsibly. Confidential information must not be disclosed, and comments about the Company, colleagues, or clients should be respectful.

b. Media Relations:

Employees interacting with the media must coordinate with the designated spokesperson or communications department to ensure consistent messaging and protect the Company's interests.

#### **7. Gifts and Gratuities**

a. Acceptance of Gifts:

While small, token gifts are generally acceptable, employees must exercise caution and good judgment when accepting gifts or gratuities from clients, vendors, or other business associates. Any gifts of significant value should be reported to the appropriate department.

#### **8. Reporting Violations**

a. Whistleblower Protection:

The Company encourages employees to report any suspected violations of this code of conduct without fear of retaliation. The Company has established procedures to protect whistleblowers from any adverse consequences.

**b. Reporting Procedure:**

Employees should report violations to their immediate supervisor, human resources, or use the designated reporting channels provided by the Company. Reports will be treated confidentially to the extent permitted by law.

**9. Consequences of Violations****a. Disciplinary Action:**

Violations of this code of conduct may result in disciplinary action, the severity of which will be commensurate with the nature and severity of the violation. Disciplinary actions may include verbal or written warnings, suspension, or termination of employment.

**10. Review and Updates****a. Regular Review:**

The Company will conduct regular reviews of this code of conduct to ensure its effectiveness and relevance in the evolving business landscape. Employees are encouraged to provide feedback for continuous improvement.

**b. Updates:**

The Company reserves the right to update or modify this code of conduct at its discretion. Updates will be communicated to employees, and the effective date of the policy will be revised accordingly.

**11. Acknowledgment****a. Employee Acknowledgment:**

By continuing employment with the Company, employees acknowledge their understanding and agreement to abide by this code of conduct. Employees are responsible for staying informed about any updates or modifications to the code.

Barnett's Buddies

This policy is subject to change at the discretion of Barnett's Buddies.

Last updated: [Insert Date].

This detailed code of conduct is designed to guide employees on expected behaviors and ethical standards, fostering a workplace culture that aligns with the values and principles of the company. It should serve as a comprehensive resource for employees to reference and understand the expectations placed upon them as representatives of the organization.



# PRIVACY POLICY



BARNETT'S BUDDIES



## BARNETT'S BUDDIES PRIVACY POLICY

Effective Date: 19 July 2026

Barnett's Buddies, referred to as "we," "us," or "our," is committed to safeguarding the privacy and security of your personal information. This Privacy Policy outlines our practices concerning the collection, use, disclosure, and protection of your information. By using our website, products, or services, you agree to the terms of this policy.

### **1. Information We Collect**

#### **a. Personal Information:**

We may collect personal information when you register on our website, subscribe to our services, make a purchase, or interact with us in any way. Types of personal information collected may include your name, email address, postal address, phone number, payment information, and other relevant details.

#### **b. Non-Personal Information:**

We automatically collect non-personal information, such as IP addresses, browser details, and device information, to analyze trends, administer the site, and enhance user experience.

### **2. How We Use Your Information**

#### **a. Providing Services:**

Your personal information is used to deliver the products or services you request and to fulfill contractual obligations.

#### **b. Communication:**

We may use your contact information to send you important updates, newsletters, promotional offers, or other marketing communications. You can opt-out of these communications at any time.

#### **c. Improving Services:**

Non-personal information is used for analytical purposes to understand user behavior, improve our website functionality, and enhance the quality of our products and services.

### **3. Information Sharing and Disclosure**

#### **a. Third-Party Service Providers:**

We may share your personal information with trusted third-party service providers, strictly for the purpose of assisting us in delivering our services. These providers are contractually obligated to use your information solely for the intended purpose.

#### **b. Legal Compliance:**

We may disclose your information if required by law, legal process, or to protect our rights, property, or safety.

#### **4. Cookies and Similar Technologies**

a. This website is hosted by IONOS. It uses essential, technically necessary cookies to ensure the website functions securely and correctly. Cookies are small text files stored on your device that help us understand your preferences and provide a more personalized experience. By using this website, you agree to the use of these necessary cookies. You can manage your cookie preferences through your browser settings.

#### **5. Security**

a. We employ industry-standard security measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction. Despite our best efforts, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

#### **6. Your Rights**

a. You have the right to access, correct, or delete your personal information. If you wish to exercise these rights, please contact us at 07451228800 or via email for assistance.

#### **7. Children's Privacy**

a. Our services are not directed to individuals under the age of 13. If you are a parent or guardian and become aware that your child has provided us with personal information without your consent, please contact us, and we will take steps to remove the information.

#### **8. Changes to this Privacy Policy**

a. We reserve the right to update or modify this Privacy Policy at any time. Changes will be effective upon posting, and the effective date will be revised accordingly. We encourage you to review this policy periodically.

#### **9. Contact Information**

a. If you have questions or concerns about this Privacy Policy, please contact us at 07451228800. We are committed to addressing your inquiries promptly.

By using our website or services, you acknowledge that you have read, understood, and agreed to the terms outlined in this Privacy Policy.

#### **Barnett's Buddies**

This policy is subject to change at the discretion of Barnett's Buddies.

Last updated: 19 July 2026



# DATA PROTECTION





# DATA PROTECTION

Barnett's Buddies takes the privacy of our clients very seriously and will never share or disclose any of your details to third parties, with the exception of your nominated vet. You may have access to any of your data at any given time.

Our Privacy Policy is required as a part of the General Data Protection Regulation (GDPR), it is necessary for us to inform you of the information we keep about you and your pet, how we use it, and how it is stored.

We store the following information about your pet on their consent forms and which will be locked away securely each night or if sent digitally they will be secured by password on our computer.

Your name, address, email address, and emergency contacts, all of which you will have provided in your consent forms.

Your pet's age, breed, color, gender, etc.

If your pet has likes/dislikes during their walks

If your pet has been nervous, excited, or aggressive during their walks

Any medical issues that you have provided us with?

The amount you spend on walks with us.

We will only use your personal information in the following ways:-

to respond to any inquiries made by yourself to us

to send appointment reminders via email and text message

to send any special vouchers or promotions

for market research purposes

for record keeping purposes  
to deal with inquiries and complaints  
to contact you about your appointment, pet collection or drop off, cancellations, rescheduling, or emergencies  
To ask you for a review

It is an explicit requirement that we have a minimum of your name, address, and phone number so that we can send walk updates reminders/changes or if we urgently need to contact you when your pet is in our care.

Unfortunately, we CAN NOT accept a pet for pet care without valid, up-to-date contact details.

Your name and contact number will also be stored on my mobile phone to enable me to contact you in cases of emergencies, walk updates, and appointment reminders.

No other details are held on my mobile phone.

This information will not be available to anyone other than me and will be protected by a passcode only I have access to.

You may ask to view your details at any time.

If you would like your information destroyed please let us know and we will do so at your request.

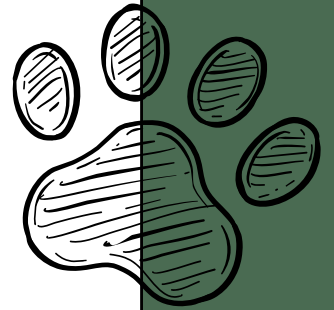
Any non-returning customer details will be destroyed within 1 year of non-attendance on walks

We send out newsletters that you can opt out of at any time. We will ask your permission before adding you to our mailing list.

We like to take pictures of our walks to share on our socials, we will only share if you have agreed for us to do so in our consent forms. All photos taken are copyright of Barnett's Buddies.



# INTELLECTUAL PROPERTY POLICY





# INTELLECTUAL PROPERTY POLICY

Effective Date: [Insert Date]

## 1. Purpose

This Intellectual Property (IP) Policy serves to establish the framework for managing, protecting, and leveraging the intellectual property assets of Barnett's Buddies. By delineating clear guidelines, the company aims to ensure the appropriate use, protection, and recognition of its intellectual property.

## 2. Definitions

- a. Intellectual Property (IP): Intellectual property encompasses patents, copyrights, trademarks, trade secrets, and any other creations of the mind.
- b. Confidential Information: Information that is not publicly disclosed and is of value to the company, including trade secrets, financial data, and customer lists.

## 3. Ownership of Intellectual Property

All intellectual property created by employees during the course of their employment with Barnett's Buddies is considered "work for hire" and is the exclusive property of the company.

For intellectual property created by contractors, consultants, or third parties, ownership rights shall be clearly defined in contractual agreements.

## 4. Types of Intellectual Property

**Patents:** Barnett's Buddies recognizes the importance of innovation and encourages employees to disclose potentially patentable inventions. The company will assess the value and uniqueness of inventions and pursue patent protection when appropriate.

**Copyrights:** Barnett's Buddies retains the copyrights to all original works of authorship created by its employees, including software, marketing materials, and other creative works.

**Trademarks:** Barnett's Buddies will actively protect and enforce its trademarks, service marks, and logos to maintain a consistent and strong brand identity in the market.

Trade Secrets: Barnett's Buddies acknowledges the significance of trade secrets and will implement robust measures to protect confidential information, including restricting access, using non-disclosure agreements, and educating employees about the importance of confidentiality.

## **5. Employee Responsibilities**

All employees are required to promptly disclose any potentially patentable inventions, creative works, or other intellectual property developed during the course of their employment.

Employees must adhere to all confidentiality and non-disclosure agreements related to the company's intellectual property. Unauthorized use, disclosure, or reproduction of the company's intellectual property for personal gain or the benefit of competitors is strictly prohibited.

## **6. Use of Third-Party Intellectual Property**

Employees must respect the intellectual property rights of third parties. Unauthorized use, reproduction, or distribution of copyrighted material, trademarks, or other protected works is prohibited.

## **7. Enforcement**

Barnett's Buddies is committed to protecting its intellectual property rights and will take appropriate legal action to address any infringement, misappropriation, or unauthorized use.

Violations of this policy may result in disciplinary action, including termination, and may be subject to legal consequences.

## **8. Training and Awareness**

Barnett's Buddies will conduct regular training sessions to educate employees on intellectual property issues, legal requirements, and the significance of safeguarding company assets.

## **9. Review and Updates**

This policy will undergo periodic reviews to ensure its effectiveness and relevance. Updates will be made as needed to reflect changes in technology, business practices, or legal requirements.

## **10. Contact Information**

For questions or concerns related to this policy, employees can contact the designated Intellectual Property Manager or the legal department.

By adhering to this comprehensive Intellectual Property Policy, Barnett's Buddies seeks to protect its innovative efforts, foster creativity, and maintain a competitive advantage in the marketplace. Employees are expected to familiarize themselves with and adhere to the principles outlined in this policy.

## **Barnett's Buddies**

This policy is subject to change at the discretion of Barnett's Buddies.

Last updated: 07/07/2026



# PET TRANSPORT POLICY





# PET TRANSPORT POLICY

## **Pet Transport & Chauffeur Policy**

This policy governs all pet transport and chauffeur services provided by Barnett's Buddies. By booking a transport service, the client acknowledges and agrees to the terms set out below.

### **1. Booking and Authorised Journeys**

- 1.1 All transport journeys must be booked in advance through the agreed booking method (written message, booking form, or other method confirmed by Barnett's Buddies).
- 1.2 Each booking must specify the pet(s) to be transported, the collection address, the destination address, the date, and the required time window.
- 1.3 Only journeys expressly authorised by the client in writing will be undertaken. Barnett's Buddies will not deviate from the agreed route or destination without prior client approval, except in an emergency.
- 1.4 The client must confirm that they have the legal authority to authorise the transport of the pet(s) named in the booking.

### **2. Collection and Drop-Off Procedures**

- 2.1 Barnett's Buddies will collect the pet from and deliver the pet to the addresses specified in the booking confirmation.
- 2.2 A responsible adult (aged 18 or over) must be present at both the collection and drop-off points to hand over and receive the pet, unless alternative access arrangements (keys, codes, or other agreed methods) have been confirmed in writing.
- 2.3 If no responsible person is available at the drop-off point and no alternative access has been arranged, Barnett's Buddies reserves the right to return the pet to the collection address or to a place of safety. Any additional costs incurred will be charged to the client.
- 2.4 The client or their nominated representative must sign or verbally confirm the handover of the pet at both collection and drop-off where reasonably practicable.

### **3. Secure Carriers, Leads, Harnesses, Crates, and Seat Restraints**

- 3.1 All pets must be transported in a manner that is safe, secure, and compliant with the UK Highway Code and relevant animal welfare legislation.
- 3.2 Dogs will be secured using an appropriate combination of leads, harnesses, travel crates, or seat belt restraints as determined by Barnett's Buddies based on the size, breed, and temperament of the dog.
- 3.3 Cats, small animals, reptiles, birds, and other species must be transported in a secure, species-appropriate carrier provided by the client unless otherwise agreed in writing.
- 3.4 Barnett's Buddies reserves the sole right to determine the method of restraint or containment used during transport. If the client's own equipment is deemed unsafe or unsuitable, Barnett's Buddies may refuse to transport the pet until appropriate equipment is provided.
- 3.5 The client is responsible for ensuring that any carrier, crate, or restraint provided is clean, in good repair, and of an appropriate size for the pet.

### **4. Client Responsibility for Correct Addresses, Timings, and Contact Numbers**

- 4.1 The client is solely responsible for providing accurate and complete collection and drop-off addresses, including postcodes, access instructions, gate codes, and parking information.
- 4.2 The client must provide at least one reliable contact telephone number and must remain contactable for the duration of the journey.
- 4.3 If incorrect or incomplete information results in a failed collection or delivery, additional charges may apply and Barnett's Buddies accepts no liability for any resulting delay or inconvenience.
- 4.4 The client must notify Barnett's Buddies of any changes to the booking (address, timing, or contact details) as soon as reasonably practicable and no later than two (2) hours before the scheduled collection time.

## **5. Vehicle Cleanliness and Safety**

5.1 Barnett's Buddies will ensure that all vehicles used for pet transport are clean, well-maintained, adequately ventilated, and temperature-controlled as appropriate to the weather conditions and species being transported.

5.2 Vehicles will be cleaned and sanitised between journeys to minimise the risk of cross-contamination, parasites, or infection.

5.3 Fresh water will be available for dogs during longer journeys. Comfort breaks will be provided at appropriate intervals for journeys exceeding 45 minutes.

5.4 The client accepts that normal pet hair, minor slobber, or light soiling during transport does not constitute a failure of service.

## **6. Suitability of Pets for Transport**

6.1 The client must disclose any health condition, injury, anxiety, travel sickness, behavioural issue, or other factor that may affect the pet's suitability for transport.

6.2 Pregnant animals, animals recovering from surgery, animals with infectious or contagious conditions, or animals displaying signs of acute distress will not be transported unless expressly authorised by a veterinary professional and confirmed in writing by the client.

6.3 Barnett's Buddies reserves the right to refuse transport of any pet deemed unsuitable due to health, temperament, size, or any other factor that may compromise the safety of the pet, the driver, or other animals in the vehicle.

## **7. Veterinary or Emergency Transport**

7.1 Barnett's Buddies will only transport a pet to a veterinary practice, emergency clinic, or other medical facility when expressly authorised by the client in writing or verbally in an emergency.

7.2 In the event of a medical emergency during transport, Barnett's Buddies is authorised to proceed directly to the nearest available veterinary practice without prior client approval if the delay in seeking approval would, in the reasonable judgement of Barnett's Buddies, endanger the pet's life or welfare.

7.3 All veterinary fees, emergency treatment costs, and associated expenses arising from emergency transport remain the sole responsibility of the client.

## **8. Refusal of Unsafe or Poorly Secured Transport**

8.1 Barnett's Buddies reserves the absolute right to refuse any transport booking or to decline to load a pet where: (a) the pet is not adequately secured or the equipment provided is unsafe; (b) the pet displays aggression or behaviour that poses a risk to the driver or other animals; (c) the client has failed to disclose relevant health or behavioural information; (d) the collection or drop-off location is unsafe or inaccessible; or (e) any other circumstance exists that, in the professional judgement of Barnett's Buddies, makes the journey unsafe.

8.2 No refund will be issued where transport is refused on safety grounds.

## **9. Right to Stop a Journey**

9.1 Barnett's Buddies reserves the right to stop, curtail, or abandon any journey at any point if: (a) the pet becomes acutely distressed, unwell, or aggressive during transit; (b) a vehicle fault, road condition, or weather event makes continuation unsafe; (c) client instructions are found to be inaccurate, contradictory, or impossible to follow safely; or (d) any other circumstance arises that, in the reasonable judgement of Barnett's Buddies, makes continuation of the journey unsafe for the pet, the driver, or other road users.

9.2 Where a journey is stopped, Barnett's Buddies will make every reasonable effort to contact the client immediately to agree next steps. If the client cannot be reached, Barnett's Buddies will act in the best interest of the pet's welfare.

9.3 The client accepts full responsibility for any costs arising from a stopped journey, including but not limited to return transport, temporary boarding, or veterinary assessment.

## **10. Client Acknowledgment**

By booking a pet transport or chauffeur service with Barnett's Buddies, the client confirms that they have read, understood, and agreed to all clauses within this policy. The client acknowledges that Barnett's Buddies prioritises the safety and welfare of all animals in its care and that decisions made under this policy are final.

Barnett's Buddies

This policy is subject to change at the discretion of Barnett's Buddies.

Last updated: 15/07/2026



# MEDICATION, SUPPLEMENTS & HEALTH CARE POLICY



# MEDICATION, SUPPLEMENTS & HEALTH CARE POLICY



## Medication, Supplements & Health Care Policy

This policy governs the administration of all medication, supplements, and health-care products during any service provided by Barnett's Buddies, including but not limited to feeding visits, drop-ins, boarding, house-sitting, dog walking, and any other care arrangement. By booking a service, the client acknowledges and agrees to the terms set out below.

### 1. Client Disclosure of Medication and Health Conditions

- 1.1 The client must disclose, in full and in writing prior to the commencement of any service, all prescription medication, over-the-counter medication, supplements, vitamins, probiotics, herbal remedies, flea treatments, tick treatments, worming treatments, and any other health-care product that the pet currently receives or may require during the period of care.
- 1.2 The client must disclose all ongoing, chronic, or intermittent health conditions, allergies, sensitivities, recent surgical procedures, and any condition that may affect the pet's response to medication or require monitoring during the service.
- 1.3 Failure to disclose any relevant medication or health condition may result in immediate termination of the service without refund. Barnett's Buddies accepts no liability for any adverse outcome arising from undisclosed information.

### 2. Written Authorisation Requirements

- 2.1 Barnett's Buddies will not administer any medication, supplement, or health-care product unless the client has provided express written authorisation prior to the commencement of the service.
- 2.2 Written authorisation must be provided via the agreed method (medication form, written message, email, or other method confirmed by Barnett's Buddies) and must include: (a) the full name of the product; (b) the exact dosage to be administered; (c) the precise timing and frequency of administration; (d) the method of administration (oral, topical, in food, by injection, eye drops, ear drops, or other); (e) any special storage requirements; (f) the expiry date of the product; (g) the name and contact details of the prescribing veterinary practice (for prescription medication); and (h) any known side effects or adverse reactions to monitor.
- 2.3 Verbal instructions alone are not sufficient. Any verbal instruction must be confirmed in writing before administration will take place.
- 2.4 A separate written authorisation is required for each individual product. Blanket authorisations covering multiple unnamed products will not be accepted.

### 3. Dosage, Timing, Storage, and Expiry

- 3.1 Barnett's Buddies will administer medication and supplements strictly in accordance with the written instructions provided by the client. No deviation from the stated dosage, timing, or method will be made without further written authorisation from the client.
- 3.2 All medication and supplements must be supplied by the client in their original packaging with the pharmacy or manufacturer's label clearly visible, including the pet's name (where applicable), dosage instructions, and expiry date.
- 3.3 Barnett's Buddies will not administer any product that is past its expiry date, has damaged or illegible labelling, is stored in an unmarked container, or appears to have been tampered with or contaminated.
- 3.4 The client is responsible for ensuring that sufficient quantities of all required medication and supplements are provided for the full duration of the service, plus a reasonable contingency supply.
- 3.5 Where specific storage conditions are required (refrigeration, protection from light, or a temperature-controlled environment), the client must clearly state these requirements in writing and ensure that appropriate storage facilities are available at the care location.

### 4. Refusal of Service

- 4.1 Barnett's Buddies reserves the absolute right to refuse to administer any medication, supplement, or health-care product where: (a) written authorisation has not been provided or is incomplete; (b) the instructions are unclear, contradictory, or ambiguous; (c) the product is expired, unlabelled, or improperly stored; (d) the dosage or method of administration appears unsafe or inconsistent with the product labelling; (e) the administration requires specialist veterinary training, equipment, or clinical judgement beyond the competence of a pet-care professional; or (f) any other circumstance exists that, in the professional judgement of Barnett's Buddies, makes administration unsafe.
- 4.2 Where administration is refused, Barnett's Buddies will notify the client as soon as reasonably practicable and will document the reason for refusal in writing.
- 4.3 No refund will be issued where a service is refused or curtailed on safety grounds relating to medication or health care.

## **5. What Barnett's Buddies Will and Will Not Administer**

5.1 Barnett's Buddies will administer the following, subject to proper written authorisation and clear instructions: (a) oral medication (tablets, capsules, liquids, powders mixed in food); (b) topical treatments (spot-on flea and tick treatments, prescribed creams or ointments applied externally); (c) eye drops and ear drops where the pet is compliant and the client has demonstrated the method; (d) oral supplements, vitamins, and probiotics; (e) prescribed medicated food or dietary supplements; and (f) any other treatment that does not require specialist veterinary training, provided full written instructions and a demonstration (where necessary) have been given.

5.2 Barnett's Buddies will not administer: (a) injections of any kind (including insulin, unless a separate specialist agreement is in place); (b) medication requiring intravenous, intramuscular, or subcutaneous delivery; (c) controlled drugs or substances unless accompanied by a valid veterinary prescription and dispensing label; (d) any product requiring invasive procedures, restraint equipment, or sedation; (e) any experimental, unlicensed, or homeopathic product where the safety profile is unknown; or (f) any product where the client cannot provide clear, written, and verifiable instructions.

5.3 In exceptional circumstances, Barnett's Buddies may agree to administer treatments outside the scope of clause 5.1 where a separate written agreement is made, additional training or demonstration is provided by the client or a veterinary professional, and Barnett's Buddies is satisfied that administration can be carried out safely.

## **6. Emergency Escalation and Veterinary Contact**

6.1 If a pet displays any adverse reaction, unexpected symptoms, distress, or deterioration in condition during or following the administration of any medication or supplement, Barnett's Buddies will: (a) cease administration immediately; (b) contact the client without delay; (c) contact the pet's registered veterinary practice or the nearest emergency veterinary clinic if the client cannot be reached or if the situation is, in the reasonable judgement of Barnett's Buddies, an emergency; and (d) follow any instructions given by the veterinary professional.

6.2 The client must provide, in writing prior to the service, the name, address, and telephone number of their registered veterinary practice and consent for Barnett's Buddies to contact the practice and share relevant medical information in an emergency.

6.3 All veterinary fees, emergency treatment costs, out-of-hours charges, and associated expenses arising from an adverse reaction or medical emergency remain the sole financial responsibility of the client.

6.4 Barnett's Buddies is authorised to transport the pet to the nearest available veterinary practice without prior client approval if the delay in seeking approval would, in the reasonable judgement of Barnett's Buddies, endanger the pet's life or welfare.

## **7. Liability**

7.1 All medication, supplements, and health-care products are supplied solely by the client. Barnett's Buddies does not supply, source, recommend, or endorse any medication or health-care product.

7.2 Barnett's Buddies accepts no liability for any adverse reaction, side effect, allergic response, illness, injury, or death arising from the administration of any product supplied by the client, provided that Barnett's Buddies has administered the product strictly in accordance with the client's written instructions.

7.3 Barnett's Buddies accepts no liability for any deterioration in the pet's condition arising from the client's failure to disclose relevant health information, provide accurate instructions, supply sufficient quantities, or ensure products are within date and properly stored.

7.4 The client indemnifies Barnett's Buddies against any claim, loss, damage, or expense arising from the administration of medication or supplements in accordance with the client's written instructions.

## **8. Client Acknowledgement and Sign-Off**

8.1 By booking a service with Barnett's Buddies where medication, supplements, or health-care products are to be administered, the client confirms that: (a) they have read, understood, and agreed to all clauses within this policy; (b) all information provided regarding the pet's medication, health conditions, and care requirements is accurate, complete, and up to date; (c) they accept full responsibility for the suitability, safety, and correct labelling of all products supplied; (d) they consent to Barnett's Buddies contacting their veterinary practice in an emergency; (e) they acknowledge that Barnett's Buddies reserves the right to refuse administration where instructions are unclear, incomplete, or unsafe; and (f) they accept the liability limitations set out in this policy.

8.2 The client must sign or provide written confirmation of this policy prior to the first administration of any medication or supplement. A new acknowledgement is required whenever there is a change to the pet's medication regime.

Barnett's Buddies

This policy is subject to change at the discretion of Barnett's Buddies.

Last updated: 15/07/2026