

The Four Paws Agency

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Please read this form and the accompanying Terms and Conditions carefully (this level of detail is required to ensure we can provide the highest level of care and safety for your dog). Then complete and sign this form (including acceptance of the Terms and Conditions, Off the Lead Consent Form and Waiver of Liability).

Your Details

Name			
Address		Home Number	
		Mobile Number	
		Work Number	
Postcode		Email Address	

Partners Details

Name			
Address		Home Number	
		Mobile Number	
		Work Number	
Postcode		Email Address	

Vets Details

Address		Phone Number	
		Notes	
Postcode			

Emergency Contact Details

Name		Phone Number	
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Security Information

Gate Codes		Alarm instructions	
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Your Dog's Details

Name			Age	
Gender			Breed	
Colour			Microchipped	
Insured	<input type="checkbox"/> Yes	<input type="checkbox"/> No	How long owned?	
Brief description of your dogs history (e.g. if adopted)				
Date of Last Immuisation		Date of last season		
Neutered? (please tick)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> No but will be by _____	
Up to date with Shots?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> No but will be by _____	
Date of last kennel cough vaccination (Bordetella)?				
Allergies:				
Please list any pre-existing or current health conditions				
Please list any medication your dog is currently taking and instructions				
Please indicate if your dog has any sensitive areas on his/her body				
Please describe any restrictions on your dog's activity (e.g. due to physical limitations such as hip dysplasia)				
Is your dog allowed treats while under the care of The Four Paws Agency?			<input type="checkbox"/> Yes	<input type="checkbox"/> No

Please give a brief description of any formal obedience training your dog has received

How does your dog react to other people and dogs when on walks?

Social Skills

Behaviour

Please describe general behaviour and energy levels (both inside and when out)

Please provide details if your dog is anxious around, or frightened by, any of the following:

Action	Notes	Action	Notes
Noises		Actions	
Breeds or types of dog		Types of People	
Other			

Where does your dog sit when travelling in the Car?

Does your Dog ever get car sick?

Does your dog have specific command to "go to the bathroom"?

Does your dog behave differently on and off lead?

Does your dog play off lead with other dogs?

Does your dog live with children?

How does your dog behave around new children?

How does your dog behave around livestock

Has your dog ever jumped on someone (if so, please describe the circumstances)?

Has your dog growled or snarled at someone (if so, please describe the circumstances)?

Has your dog ever bitten someone (if so, please describe the circumstances)?

Has your dog ever bitten another dog, other than play-biting (if so, please describe the circumstances)?

Does your dog allow you to take things out of his/her mouth?

What type of dogs does your dog prefer to socialise with (e.g., small, females, playful, calm, etc.)?

Will chase:

Doesn't Chase Cats Deer Livestock Small Animals

Off Lead with owner?

Yes - Always Usually Occasionally Never

Recall

Very good Average Poor Notes: _____

Type of Lead

Standard Extendable

Type of Restraint

Full check Half Check Standard Collar Gentle Leader Halter
 Harness Muzzle Other (please describe) _____

Please describe pick up and return routine

Please give any other information that you think would be useful to enable us to give your dog the best possible care while under the care of The Four Paws Agency

Key Holder Disclaimer & Waiver of Liability:

The information I have given in this application is true, correct and complete to the best of my knowledge. I have read and agree to abide by the Terms and Conditions for services received from The Four Paws Agency. I understand that this form acts as permission to hold keys to my property, which I have provided willingly. I hereby indemnify The Four Paws Agency and their staff against liability of any kind whatsoever arising from damage or loss of any property.

Signed		Date	
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Off the Lead Consent Form:

I agree to The Four Paws Agency having the right to allow my dog off the lead and understand that all terms and conditions remain the same.

Signed		Date	
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Disclaimer & Waiver of Liability:

The information I have given in this application is true, correct and complete to the best of my knowledge.

I have read and agree to abide by the Terms and Conditions for services received from The Four Paws Agency. I hereby indemnify The Four Paws Agency and their staff against liability of any kind whatsoever arising from my dog's participation in any services offered by The Four Paws Agency.

Signed		Date	
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Terms & Conditions

Terms of Business for Services Effective 1st Jan 2016 - Revised 30th June 2022

1. The Client is solely responsible for any and all harm or damage caused by their dog while it is under the care of The Four Paws Agency, or is using any other services provided by The Four Paws Agency, and agrees to indemnify The Four Paws Agency in full against any liability arising from such harm or damage to third parties. See condition 18.
2. The Client agrees that, in admitting their dog, The Four Paws Agency has relied on the Client's representation that their dog is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog.
3. All dogs will be subject to an initial assessment by The Four Paws Agency staff prior to using The Four Paws Agency. The Four Paws Agency reserves the right to refuse admission to any dog deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
4. The Client agrees to notify The Four Paws Agency immediately of any unwelcome, aggressive, procreative, or dangerous behaviour of their dog that has potential to cause harm to any other dog or individual.
5. The Four Paws Agency offer services where dogs co-mingle in groups and the Client accepts that during the course of normal dog play their dog may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision.
6. The Four Paws Agency will only let dogs off the lead once an 'off the lead consent form' has been signed, and will remain at the discretion of The Four Paws Agency staff.
7. The Client is responsible for the full cost of treatment of any injuries or illness that their dog receives while under the care of The Four Paws Agency, together with any associated costs e.g. call-out charges. The Client authorises the staff of The Four Paws Agency to seek such veterinary advice and/or treatment as they deem necessary; where possible this will be carried out by the Client's usual/preferred Vet, but this cannot be guaranteed (e.g. in an emergency) and the Client accepts that the staff of The Four Paws Agency may at their discretion use any registered Vet. The Client agrees to pay all such costs immediately upon pick-up of their dog, or by agreement with the proprietor.
8. The Four Paws Agency reserves the right to refuse admission if the Client fails to provide adequate proof of vaccinations (including bordetella), or the vaccinations are found to be expired or otherwise incomplete.
9. Bitches may not attend The Four Paws Agency while in season or pregnant. The Four Paws Agency reserves the right to refuse admission if these criteria are not met.
10. The Client accepts that even though their dog is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog can still contract Kennel Cough. The Client agrees that they will not hold The Four Paws Agency responsible if their dog contracts Kennel Cough while attending.
11. The Client agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious, infectious, or otherwise communicable diseases. The Client further agrees to notify The Four Paws Agency immediately of any infectious and/or contagious disease or conditions their dog has been exposed to or is affected by. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Kennel Cough (Bordetella), Parvovirus, Corona virus, worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites. The Four Paws Agency reserves the right to refuse admission until satisfied that the condition is resolved.
12. The Client consents to their dog being photographed, videotaped, and/or used in any media or advertising by The Four Paws Agency without prior approval. All such media remain the property of The Four Paws Agency.
13. The Client agrees that The Four Paws Agency is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left with their dog.
14. The Client agrees to ensure their dog has not eaten in the hour before pick up by The Four Paws Agency to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).
15. The Client agrees to provide keys/arrange access to the dog for the agreed appointment; failure to do so will result in a cancellation for that day's service and will be paid in full by the client.

16. The Client agrees that, by signing the key holder waiver form this will indemnify The Four Paws Agency in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.
17. We are fully insured and our policy includes public liability. If you don't agree to the terms, specifically with regard to insurance and public liability then please state clause 18 next to your signature. If this clause has been agreed then The Four Paws Agency - Insurance Policy will be used in the event of an incident.
18. The client agrees that payment is made weekly in advance via bank transfer and at least 48 hours before the first visit of that week.
19. Postponements or cancellations must be made in writing either by email, text message or whatsapp at least 48 hours prior to the date. If less than 48 hours notice is given then 100% charge will apply.
20. If we attend any appointment and attempt to complete, but something out of our control such as an injury, lameness or any other condition / behaviour that may jeopardise the dogs health, we will initially contact you and suggest that we return the dog home whereupon further investigation and or a visit to a vet would be recommended if the condition is deemed serious or requires further professional investigation. We would require you (the owner) to undertake this visit as we might not have the availability. Where possible we would endeavour to undertake this visit (time permitting) only if you (the owner) wasn't able to do so. Any additional time and fuel costs would be charged back at our usual rates plus £0.95 pence per mile for fuel.
21. Adverse weather conditions such as heat, snow and rain may sometimes result in an alternative option to walking being offered such as enrichment games / Sitting / Fussing or various other activities to protect the wellbeing of the dog/dogs. If the alternative is not suitable then we would require a minimum of 48 hours notice without charge. Any duration less than 48 hours will result in the full charge being charged.
22. Bank Holidays and Weekend Rates - We have now introduced the following payment structure on Bank Holidays and Weekends. Bank Holidays = Double Time and Weekend Rates = Time Plus half. When a bank holiday falls on a weekend and a weekday is given in Lieu we will charge double time on both the Bank Holiday Lieu day and the weekend date.
23. All UK Bank Holidays apply.
24. No variation of these Terms and Conditions will have effect unless confirmed by The Four Paws Agency in writing.