

Client Agreement

Please note that all service fees are to be paid by bank transfer at the end of each week.

Cancellations by the customer are required to be made as soon as possible via our email Petsthatroam@gmail.com, or through your account at Time to pet within 24 hours of the day the service is provided, or a cancellation fee equal to the service will be chargeable.

In the unlikely event that we should have to cancel a booking, this will be done on the morning of the arranged walk or drop-in visit by 8.00am, or sooner if possible. For pet sitting 24 hours notice will be given, or more if possible. This will be done via the contact telephone numbers provided by the customer.

I/we give consent for Pets That Roam to administer any medication that I/we have requested, or my/our animal/s require during drop-in visits and pet sitting.

In the event of an emergency, I/we give permission for Pets That Roam to seek veterinary treatment should it be required while my pet/s are in their care, and I/we accept liability for payment of any veterinary expenses that may be incurred.

I/we also accept full liability for any loss, damage or unacceptable behaviour caused by my/our dog/s whilst being walked or cared for in my/our home. I/we also accept liability for payment of any public liability insurance excess incurred by Pets That Roam. I/we have entrusted a key/s to Pets That Roam to my/our property, which is to be used only as agreed. The key/s will be returned following the episode of care.

Off-Leash Consent Agreement

I/we also consent for our dog/s to walk off-leash if appropriate.

Social Media Consent Agreement

I/we also consent for images of our pet/s to be posted on our Pets That Roam Social Media Pages and Website.

Washing dogs after walks agreement

I/we consent for our dog/s to be washed after walks with the pet-friendly shampoo, pet spray and paw butter. Pets That Roam use quality products, that are non-allergenic, vegan and paraben-free.

Giving dogs treats agreement

I/we consent for Pets That Roam to give my/our dog/s, grain-free, Hypoallergenic, natural food treats on walks, and have informed Pets That Roam of any allergies that my/our dog/s may have towards these products.