



# PETS ASSIST Ltd

## PET OWNER AGREEMENT

### PET OWNERS DETAILS

PRIMARY CONTACT NAME	
HOME ADDRESS	
HOME PHONE	
MOBILE	
WORK PHONE	
EMAIL	

### EMERGENCY CONTACT NAME

MOBILE NUMBER	
WORK PHONE	
RELATIONSHIP TO PRIMARY CONTACT	

### PET(S) DETAILS

NAME(S)	
SPECIES	

BREED(S)	
AGE(S)	
IS YOUR PET(S) MICROCHIPPED? Please provide the chip number(s) if applicable	
ARE YOUR PET(S) UP TO DATE WITH VACCINES, inc worm and flea treatment.	
FOR DOGS AND CATS; is your pet(s) de-sexed, i.e neutered / spayed	
FOR BITCHES; date of last season if applicable	
ANY SPECIAL DIETARY NEEDS. Can we provide our own treats whilst walking?	
DOES YOUR PET HAVE ANY ALLERGIES OR UNDERLYING HEALTH CONDITIONS	
IS YOUR PET TAKING REGULAR MEDICATION. DO YOU NEED ASSISTANCE WITH ADMINISTERING THIS MEDICATION? Please provide details where applicable	

<p>HOW WOULD YOU DESCRIBE YOUR PET'S TEMPERAMENT? I.e, calm, boisterous, high / low energy, anxious, suffers separation anxiety, nervous around certain people, animals or traffic, etc</p>	
<p>FOR DOGS, is your dog well socialised with other dogs and people? Please describe any issues you feel would be pertinent before the first session.</p>	
<p>FOR DOGS, Do you give permission for Pets assist Ltd to group walk your dog ( max of 4 dogs at any one time)? Please describe any additional information which may be pertinent before group walking?</p>	<p>YES NO</p>
<p>FOR DOGS, please list any commands your dog(s) already know, i.e, sit, stay, leave, fetch, heel, etc.</p>	
<p>FOR DOGS. Has your dog ever undergone professional training? Please include dates where applicable</p>	
<p>FOR DOGS, does your dog have a favourite place / route to walk? Please provide any routes that your dog loves or list any routes where they do NOT like to walk?</p>	

DOES YOUR PET TRAVEL WELL? i.e. becomes anxious or vomits in a vehicle	
FOR DOGS; can your dog(s) swim? Are you happy for them to play in open water?	
HAVE YOUR PET(S) EVER SHOWN SIGNS OF AGGRESSION? please describe the incident and outcome if applicable	

**SERVICES REQUIRED, please tick**

DOG WALKING	
HOME VISIT	
PET TAXI	
DOG TRAINING	
HEALTH AND WELBEING ADVICE, (free)	

**DATES AND TIMES SERVICE REQUIRED**

DAY	PREFERRED TIME, (mark n/a if not needed)
MONDAY	
TUESDAY	
WEDNESDAY	
THURSDAY	
FRIDAY	
SATURDAY	
SUNDAY	

**PROPERTY ACCESS AND KEYS**

Pets Assist request that owners allow easy and safe access to the property. Whilst pet owners are away from the home Pets Assist will need access inside the property to carry out our services. In these cases a key for the property will be required to gain sole access. If you do not have a key-safe a spare key should be provided for ease. ALL keys will be individually coded and stored in a lock-box in our head office. Keys will NEVER be handed to anyone else without prior consent from the owner(s)

Keys will be returned upon the end of the contract or immediately if requested by the primary contact.

<b>KEY TYPE, i.e 1 x front door, 1 x back door</b>	<b>GATES / KEY LOCK CODE, where applicable</b>
<b>ALARM CODE / INSTRUCTIONS, where applicable</b>	<b>ANYTHING ELSE we need to know?</b>

### **EMERGENCY DOG FIRST AID NON-FATEL AND SERIOUS INCIDENTS**

**Pets assist Ltd are trained dog first aid specialists. Please read and acknowledge the points below.**

Albeit rare, there can arise situations where your dog may need emergency first aid. In these cases Pets assist Ltd have the necessary equipment and skills to carry out the care your dog desperately needs. Please read the section below and answer to the best of your knowledge before signing.

Does your dog have any underlying health conditions? <b>If yes, please provide details below:</b>	<b>YES</b>	<b>NO</b>
Does your dog have an allergies or sensitivities to any fauna / flora, animals or synthetic materials or anything else which your dog may come into contact with during a walk? <b>If yes, please provide details below:</b>	<b>YES</b>	<b>NO</b>

In recent years ticks have increased in numbers. Although predominantly found in the south of England and Northern Scotland, ticks, particularly the Deer Tick, have also been recorded across the Midlands and Worcestershire. Ticks can carry some nasty diseases including Lyme Disease and respiratory illnesses, some of which can be passed onto humans. If ticks are found on your dog during a pet health check, or after a walk Pets Assist Ltd will remove the parasite using specialised equipment and clean the affected area thoroughly. In any case, we advise that if a tick is found and removed that you seek additional advise from your vet. In these cases are you happy for Pets assist Ltd to remove the parasites and clean any infected areas?      **YES**      **NO**

in cases where cuts or lacerations occure Pets Assist Ltd will clean and administer appropriate first aid using the necessary equiptment. Please confirm that you are happy for Pets Assist to administer general first aid in these cases?      **YES**      **NO**

Choking is unfortunately common in Dogs; a dog will show early signs of distress by pawing at their muzzle, there are no vocal sounds, gums become pale or blue, eyes rolling back and eventual collapse. Pets assist Ltd are trained in these cases and may need to take the necessary steps to clear the airway. As a rule, dogs should not be left with hard/sharp food or toys that can pass through their back teeth. If Pets assist observe such an item during their visit Pets assist will remove said item away from the dog. Are you happy for Pets assist to remove potential choke hazards and administer first aid if necessary?      **YES**      **NO**

In extreme situations, where no pulse is observed, emergency CPR will be administered . CPR is always a last resort and only administered when the heart has stopped and no pulse is present. Please be aware that CPR involves prolonged heavy chest compressions on the right side of the chestwall. Albeit rare, in some cases, especially with barrel-chested and large breed dogs, CPR can lead to fractured or even broken ribs. Are you happy for Pets Assist to administer emergency CPR when a pulse or heartbeat are NOT observed?      **YES**      **NO**

Once first aid has been administered, we will take the necessary steps to alleviate any distress and discomfort. YOU' the owner will be immediately notified in these cases for your instruction and where necessary take your dog to the nearest Veterinary surgery for further treatment. You are also aknowledging that Pets Assist Ltd will neither be liable nor responsible for any emergency veterinary charges that may be incurred during or after the incident. Pets assist Ltd will not be liable, or responsible for the death of a pet should all first aid attempts fail. Please refer to Pets assist Ltd terms of agreement for further information.

### **PAYMENT DETAILS**

**Payment will need to be received at least 3 working days before each session. For clients with regular sessions (weekly or monthly contracts) payment should be received 1 week or 1 month in advance via BACS transfer ONLY. Cancelled advanced bookings can not be refunded but may be carried forward for subseqent sessions.**

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**ACCOUNT Name**      EMMA PRINCE, PETS ASSIST LTD

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<b>Account number</b>	22761858
<b>Sort code</b>	04-06-05

Tide bank Plc  
4th Floor Featherston Building  
City Rd, LONDON  
EC1Y 2AL

### **PET OWNERS DECLARATION**

The information I have given in this form is true, correct and complete to the best of my knowledge. I have read and agree to abide by the terms and conditions received from the Pets Assist Ltd Agreement and I understand that this form acts as permission to hold keys to my property which I have provided willingly. I give Pets Assist permission to transport my pet(s), and I will make payment to Pets assist in the agreed time frame for all services provided as agreed and fully understand their late cancellation and termination procedures.

<b>NAME</b>	
<b>DATE</b>	
<b>SIGNATURE</b>	