

Corkeez Walkeez Terms and Conditions & Privacy Policy

By using the services of Corkeez Walkeez, you agree to the following Terms and Conditions and Privacy Policy.

Here's a summary of the key terms:

You can view the full Terms and Conditions and Privacy Policy below the summary.

1. **Key and Pet Care Access:** You agree to provide or arrange for keys for Corkeez Walkeez to access your home for pet care services.
2. **Emergency Veterinary Care:** You authorise Corkeez Walkeez to seek emergency veterinary care if needed. You're responsible for any related charges and agree to reimburse Corkeez Walkeez for any emergency expenses.
3. **Unspayed Dogs:** If your dog is in season, you must inform Corkeez Walkeez ahead of scheduled walks so alternatives can be arranged if needed.
4. **Reimbursement for Extra Costs:** You agree to cover any additional costs incurred during pet care, including transportation, supplies, and veterinary fees.
5. **Notice of Cancellation/Changes:** You must give Corkeez Walkeez 4 weeks' notice for cancellations or changes to your pet care requirements. They also have the right to cancel with notice, or immediately if there's a risk to safety.
6. **Liability for Pet-Related Injuries:** You are responsible for any medical expenses or damages if your pet injures the caregiver or another person during the assignment.
7. **Concerns or Complaints:** Any concerns must be reported within 24 hours after the pet assignment ends, with a response expected within 48 hours.
8. **Misleading Information:** Providing false or misleading information can lead to the termination of the agreement.
9. **Pet Aggression or Issues:** You must disclose any aggression or behavioral issues your pet has so that Corkeez Walkeez can assess safety.
10. **Corkeez Walkeez Responsibilities:** Corkeez Walkeez will provide reliable, trustworthy care, and comply with industry standards. They're not responsible for property damage or loss if other people have access to your home.
11. **Pet Escape or Injury:** Corkeez Walkeez isn't liable for any damage or injury resulting from pets becoming loose or unsupervised access to outdoor spaces.

12. **Termination of Agreement:** Either party can terminate the agreement with proper notice. Corkeez Walkeez reserves the right to cancel at any time for safety reasons.
13. **Emergency Care Process:** If there's an emergency, Corkeez Walkeez will try to contact you and take your pet to the vet if needed, with costs covered by you.
14. **Cancellation Policy:** A month's notice is required to cancel a pet assignment. Full payment is required even if you return early.
15. **Payment Terms:** Payment is required in advance, with deposits due within 24 hours of booking. Late payments may result in non-attendance.
16. **Home Security:** You must inform Corkeez Walkeez about home security and provide access codes if applicable.
17. **Weather Policy:** Corkeez Walkeez will avoid walking dogs in extreme heat (above 19°C) and may adjust services during adverse weather, with adjustments reflected in the invoice.
18. **Storms and Adverse Weather:** For extreme weather like storms, walks may be shortened or canceled. If canceled, the standard cancellation policy applies.
19. **Liability for Property Damage:** Corkeez Walkeez isn't responsible for any property damage caused by your pet during the assignment.
20. **Key Management:** Corkeez Walkeez will return all keys and personal items after the assignment ends, and you must ensure the provided keys work.

Corkeez Walkeez Terms and Conditions

I agree to provide keys/arrange for keys to be available for Corkeez Walkeez dog walking/pet sitting/pet taxi and drop-ins, etc.

I authorise Corkeez Walkeez to obtain any emergency veterinary care that may be necessary during the time spent with my pet. Every effort will be made to contact the owner before seeking emergency care. I (the owner) accept full responsibility for any charges that may arise for emergency care. If my veterinarian cannot be reached I give my permission for Corkeez Walkeez to use a substitute veterinarian.

I agree to inform Corkeez Walkeez when my unspayed dog is in season well in advance of any walks scheduled in with Corkeez Walkeez so that walks can be swapped with drop-ins where possible.

I agree to reimburse Corkeez Walkeez for any added costs that may have occurred when providing emergency care to my pet. I am mindful that I will also be expected to cover any other expenses including extra visits, transportation, food, or supplies. I understand I will be provided with receipts as evidence of these expenses.

I agree to give Corkeez Walkeez, 4 weeks paid notice when I am cancelling or changing my dog care requirements. This also applies to Corkeez Walkeez giving clients 4 weeks notice when having to change dog care requirements however, if there is a risk of harm to Corkeez Walkeez or any dog in their care walks can be terminated immediately.

If my pet injures the pet carer, caring for them or any other person during their pet assignment, I understand I will be solely responsible for any medical expenses and damages. I agree to hold harmless Corkeez Walkeez in the event of a claim by any third party injured by my pet. I accept full liability for any loss or damage caused by my pet during the pet assignment.

I agree to notify Corkeez Walkeez of any concerns/complaints within 24 hours of the pet assignment ending and expect a response within 48 hours.

I understand any misleading or false information that may result in the safety of your pet or Corkeez Walkeez, may result in the termination of the pet agreement, immediately. I agree to pay for the agreed number of visits before the pet assignment, so my pet feels safe and secure with Corkeez Walkeez.

I understand I must state if my pet shows any kind of aggression and disclose if they have any characteristic problems or tendencies that may interfere with caring for them so that Corkeez Walkeez can assess if caring for my pet may be unsafe. Corkeez Walkeez must decline to care for pets that imperil their safety or the safety of others.

Corkeez Walkeez Responsibilities

Corkeez Walkeez agrees to provide the services stated in this agreement in a reliable, kind, and trustworthy manner. The client waives any claims made against Corkeez Walkeez and its employees during the pet assignment except for incidences resulting from the negligence of Corkeez Walkeez. In this instance Corkeez Walkeez must be notified straight away. Corkeez Walkeez will abide by the Pet Industry standards and regulations at all times to ensure your pet is looked after to the highest possible standards.

Corkeez Walkeez accepts no responsibility for the security of the premises or loss of personal property if other individuals have access to the home during the term of this agreement. Please inform Corkeez Walkeez of any other person with access to your home. During all assignments, pet assignments will only be carried out by Corkeez Walkeez owner or employees unless previously arranged with the client. (Corkeez Walkeez will not be held liable for any theft or damage to the client's property or any injury to your pets if anyone else has access to the property unless negligence by Corkeez Walkeez can be proven).

Corkeez Walkeez will not let any dog off his/her lead unless the owner has given written consent in the introduction forms.

If unforeseen circumstances occur when Corkeez Walkeez cannot attend to your pet's needs due to illness etc, you will be notified straight away.

Corkeez Walkeez will not be held responsible for any damage sustained by a pet becoming loose and escaping due to a faulty lead/collar or a collar that is not suitably fitted. Corkeez Walkeez will not be held liable for a pet that escapes through an unsecured access point in the client's home or garden.

Corkeez Walkeez will not be held liable for the injuries, disappearance, death, or accidents of any pet that has unsupervised access to outdoor space.

It is clearly understood that Corkeez Walkeez will not be held liable/responsible for any damage to the client's property, caused by the client's pets during the pet assignment. The client has informed Corkeez Walkeez of any unsecured access points and possible escape routes, which will relieve it of liability or damage.

Corkeez Walkeez reserves the right to terminate this agreement at any time, at its sole discretion. The client also has the right to cancel this agreement at any time as long as one month's notice is given.

The client will be informed of anyone who may accompany Corkeez Walkeez while they are at their house.

The client will inform Corkeez Walkeez if anyone is expected to attend the property during the client's absence, i.e. friend or workmen, and whether or not they have permission to access the property.

The client will inform their vet before leaving of their absence and give details of the assigned pet carer.

Corkeez Walkeez agrees to love and care for your pet whilst you are away or at work.

Emergency care

In the unexpected case of an emergency, Corkeez Walkeez will contact the owner using the phone numbers detailed in the introduction forms. The owner will then instruct Corkeez Walkeez on their next actions. If for whatever reason the pet sitter cannot make contact with the owner, the emergency number stated on the introduction forms will then be called. If contact cannot be made, Corkeez Walkeez will then be authorised to transport the pet to their requested veterinarian practice and seek emergency medical care. All costs will be covered by the owner.

Any extra supplies that are needed during the pet assignment will be the responsibility of the client and Corkeez Walkeez will seek to obtain payment in advance of purchase however, if Corkeez Walkeez has not obtained payment before purchasing then receipts will be obtained and the client is responsible for reimbursement of any costs incurred.

Cancellation Policy

One month's notice must be given for any pet assignment to be cancelled. Anything less will require full payment to Corkeez Walkeez.

In the event of an early pickup, full payment must still be paid regardless of any early return home by the clients.

Payment

Invoices will be sent out for all assignments in advance. For pet sitting a 50% deposit is required within 24 hrs of the meet and greet, the reservation is not secured until this is received by Corkeez Walkeez. The balance must be paid in full 30 days before the agreed assignment commences.

For all other assignments the invoices will be sent out monthly in advance and should to be paid within 24 hours. Missed payments will result in non attendance of Corkeez Walkeez.

CCTV cameras and house alarms

If CCTV cameras and internal cameras are used, Corkeez Walkeez must be made aware of these before the assignment starts. Please inform your Corkeez Walkeez about your home security system and provide them with codes to enable easy access to the property.

Home Security

Corkeez Walkeez will keep all house keys, key codes, security codes, and any personal information from the client safe and confidential.

All keys and the client's personal items will be returned to the client at the end of the agreement if not stated otherwise.

The client must make sure all keys provided are the correct ones before the pet assignment commences. Please double-check the keys.

The client will make sure that neighbours, friends and family members are informed of Corkeez Walkeez being in attendance to avoid confusion. Please ensure a spare set of keys are left with someone in case of any emergencies.

The client understands that unless otherwise agreed in writing that Corkeez Walkeez may leave your dogs for up to a maximum of 4 hours.

Weather Policy

Heat

In the provision of dog walking and pet care services, it is imperative to prioritize the safety and well-being of the animals in our care. Weather conditions play a pivotal role in ensuring optimal service delivery, and, consequently, I have implemented a stringent policy to address potential adverse weather effects.

It is crucial to avoid walking dogs in temperatures exceeding 19 degrees Celsius (66 degrees Fahrenheit) as it poses significant risks to their well-being. Dogs are more susceptible to heat stress and overheating due to their limited ability to cool down through sweating. In warmer temperatures, dogs primarily rely on panting to regulate their body temperature. When exposed to heat beyond 19 degrees Celsius, they may struggle to dissipate the excess warmth, leading to heat exhaustion or, in severe cases, heatstroke.

To safeguard the health and well-being of your dogs, it is essential to schedule walks during cooler parts of the day. In cases where rescheduling is not possible, we have alternative arrangements in place. Walks may be substituted with time in the garden for your dog to relieve themselves, with access to shade and fresh water. If the client is present, we can transport your dog to a shaded area for a brief toilet break, though walks may be shorter. Despite any adjustments, our commitment remains steadfast. We will allocate extra time to cool down your dog, offering cuddles and playtime to ensure their comfort and safety. This approach reflects our dedication to delivering quality care while adapting to weather conditions for the well-being of your beloved pets.

Snow & Ice

Adverse weather conditions, such as snow and ice, can pose challenges for our dog walking services, impacting our ability to reach each client safely and punctually. We kindly request your understanding that, in the event of inclement weather, delays may occur, necessitating adjustments to the duration of walks to accommodate all clients. Any modifications to the service will be reflected transparently in your subsequent monthly invoice. Our commitment to the safety of both our clients and our team remains paramount, and we appreciate your cooperation and understanding in instances where weather conditions may impact the regularity and length of scheduled walk.

Storms

Recognizing the individual preferences and sensitivities of dogs, we acknowledge that adverse weather, particularly wind and rain, may deter some pets from participating in walks. In such instances, we will gently encourage them to venture outside for necessary relief, and

subsequently, we will remain on-site, engaging in attentive and interactive activities until the scheduled walk duration elapses. It is our priority to ensure the well-being and comfort of each pet under our care.

In the event that walks are canceled entirely due to adverse weather conditions, our standard cancellation policy will be enforced. This policy outlines the terms and conditions associated with cancellations and is implemented to maintain operational efficiency while accommodating the needs of both our clients and their beloved pets. We appreciate your understanding and collaboration in adhering to these policies, which are designed to uphold the highest standards of care for your furry companions.

We are committed to providing transparent communication regarding the safety of your pets, particularly in adverse weather conditions. Our foremost responsibility is to ensure the well-being and security of your beloved animals, and in instances of challenging weather, we will consistently apprise you of our proposed course of action. This policy is designed to reinforce our dedication to the comprehensive care of your pets, allowing us to make informed decisions that prioritize their safety and comfort. Your understanding and cooperation with this policy are invaluable in facilitating our commitment to delivering optimal care for your cherished companions.

Privacy Policy for Corkeez Walkeez

Effective Date: 1st August 2024

At **Corkeez Walkeez**, we value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and share your data when you visit our website, <https://www.corkeezwalkeez.co.uk/>, or use our services through **PetsitterPlus** (<https://www.petsitterplus.com/>).

By accessing or using our website or services, you agree to the terms outlined in this Privacy Policy. If you do not agree with the terms, please refrain from using our services.

1. Information We Collect

We may collect the following types of information when you use our website or services:

Personal Information:

- Name
- Address
- Email address
- Phone number
- Emergency contact details
- Veterinary contact information
- Pet details (breed, age, health information, behavioral notes)

Payment Information:

- Credit/debit card details (processed securely by our payment provider)

Usage Information:

Data regarding how you interact with our website, including IP addresses, browser types, operating system, and activity on our site.

Cookies:

We use cookies to collect data regarding your preferences on our website. Cookies help us improve the functionality of our site and personalize your experience.

2. How We Use Your Information

We may use your personal information for the following purposes:

- To provide and manage pet care services, such as dog walking, pet sitting, pet taxi, and more.

- To process payments for services rendered.

- To communicate with you about your pet care assignments, including scheduling and updates.

- To respond to inquiries, concerns, or requests.

- To send you promotional offers, newsletters, and marketing communications (only if you have opted-in).

- To comply with legal obligations and resolve disputes.

- To improve our website and services.

3. Data Sharing and Disclosure

We will never sell, rent, or share your personal data with third parties, except in the following cases:

Service Providers: We may share your information with trusted service providers, such as payment processors, to assist with completing transactions and providing services.

Legal Compliance: We may disclose your information when required by law or to protect the rights, property, and safety of Corkeez Walkeez, its clients, or others.

Emergency Situations: In the event of an emergency, we may share relevant information with veterinarians or emergency services if necessary to provide care for your pet.

4. Data Security

We take reasonable precautions to protect your personal information. However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your data, we cannot guarantee its absolute security.

5. Third-Party Services (PetsitterPlus)

If you use **PetsitterPlus** (<https://www.petsitterplus.com>) to book services with Corkeez Walkeez, your data may be subject to **PetsitterPlus's privacy policies** in addition to this one. We recommend reviewing their privacy policy for more information on how they handle your data.

6. Your Rights

You have the following rights concerning your personal information:

Access: You can request a copy of the personal data we hold about you.

Correction: You can request that we correct any inaccuracies in your personal data.

Deletion: You can request the deletion of your personal data, subject to certain conditions.

Opt-out: You can opt-out of receiving marketing communications at any time by following the unsubscribe instructions or contacting us directly.

To exercise any of these rights, please contact us using the information provided below.

7. Retention of Data

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law. When we no longer need your information, we will securely delete or anonymize it.

8. Changes to This Privacy Policy

Corkeez Walkeez reserves the right to update or modify this Privacy Policy at any time. If we make significant changes to this policy, we will notify you by email or by posting a notice on our website. Your continued use of our website or services after the changes are made will constitute your acceptance of the updated Privacy Policy.

9. Contact Us

If you have any questions or concerns about this Privacy Policy, or if you wish to exercise any of your rights, please contact us at:

Corkeez Walkeez

Email: corkeezwalkeez@gmail.com

Phone: 07960 608311

Website: <https://www.corkeezwalkeez.co.uk>

By using Corkeez Walkeez's website or services, you acknowledge that you have read and understood this Privacy Policy.

This Privacy Policy is designed to comply with privacy regulations, including the **General Data Protection Regulation (GDPR)** for clients in the EU, and other applicable data protection laws.

Please make sure to adjust any contact details or jurisdiction references as necessary, based on your specific location and legal requirements.