

Stark Treks

Leading the way for all your dog walking & pet
boarding needs.

Terms & Conditions

1. Booking

1. Bank Holidays may incur additional fees which you will be advised off at the time of booking.
2. An in-home consultation is required prior to reservations for all clients, for clients booking boarding a non-refundable deposit is required to hold the dates you require the amount of the deposit will be discussed at the home consultation. Dog walking and Daycare are to be paid on a weekly basis at the end of the week on the Friday night.
3. All bookings must be made at least 48 hours before service start date.

2. Cancellations

1. In the event of cancellations which are notified of 14 days prior to the start of the booking period, all fees less the non-refundable deposit, will be refunded, or held over for subsequent bookings.
2. Any bookings that are cancelled between 14 days and 48 hours before the start date of the booking, will require 50% payment for services.
3. All bookings cancelled within 48 hours will be payable in full.
4. If Stark Treks cannot provide the service agreed, we will do our best to arrange an alternative, unless in extreme circumstances, where we will endeavour to give 24 hours notice.

3. Aggressive Animals

1. Stark Treks will not accept to look after aggressive animals.
2. The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the client's pet(s) should bite another animal.
3. Client agrees that on booking services for their dog(s) that they have represented that the dog(s) to have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and the client agrees to contact the provider as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or pet(s).
4. We will not walk unruly or untrained dogs.
5. If the client's dog(s) whilst being walked shows aggressive tendencies towards Stark Treks or their family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that the service is terminated with immediate effect and the pet is to be returned to the location where it was collected.

4. Unforeseen Purchases

1. In the event that additional items need to be purchased in the absence of the client – i.e. pet food, litter, cleaning supplies or other necessary items that contribute to the health and wellbeing of your pet, Stark Treks will purchase these, retain a receipt and the dog owner is responsible for reimbursement of these items on their return.

5. Keys

1. Stark Treks will obtain a copy of your house key during the in-home consultation. This key will be held by Stark Treks and will be coded for security and kept in a locked safe.
2. It is recommended that your keys remain in Stark Treks's custody for convenience in future use of our service and to confirm services via telephone.
3. Your keys will be kept in a locked safe.

6. Updates

1. Please inform us of any changes regarding your contact numbers, your dog's care needs, your emergency contact details and other pertinent information.

7. Privacy Policy

1. All of your information will be kept private and confidential.
2. Stark Treks highly respects our clients' entrusting us with the care of their home and pets.
3. All of our records will be stored in compliance with the Data Protection Act 1998.

8. Insurance

1. All reasonable care is taken to ensure the integrity and suitability of the care provided.
2. Stark Treks has valid public liability insurance, for the peace of mind of its clients.
3. The insurance only covers Stark Treks, for the duration of the selected service, and only for services agreed.
4. It is the client's responsibility to ensure that the property, its contents and pets are adequately insured throughout the duration of the assignment.

9. Additional Pet Care Assistance And Other Scheduled Services

1. Stark Treks does not accept liability for other persons who will be in your home prior to, during or immediately after our services have been rendered.
2. Please inform us at the time of consultation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbours.
3. It is understood that the client will notify anyone with access to the home that the services of Stark Treks have been engaged.

10. Inclement Weather

1. You will entrust Stark Treks to use best judgment in caring for your pet(s) and home at the time of inclement weather. Stark Treks will try to carry out your instructions to the best of their ability. However, in cases of extreme weather, we will contact you with alternative arrangements.

11. Medication/Vaccinations/Immunisations

1. Stark Treks will follow instructions to administer medications as directed but cannot be held responsible for complications that arise as a result.
2. Under no circumstances will Stark Treks service any pet that has any form of active contagious illness.
3. For Dog Walking we require a copy of a valid vaccination certificate.
4. If Stark Treks is bitten or exposed to any disease or ailment received from the clients pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.

12. Pet Waste

1. Stark Treks will properly dispose of your dog(s) waste. For dog walking we will properly dispose of pet waste and we will provide waste bags for this, we may, however need to sometimes bring the waste back to dispose of in your outside waste bin.

13. Collars/Leads

1. Please provide secure collars with appropriate tags for all visits. All dogs will be walked on leads at all times unless specified within the questionnaire that you dog can be let of lead.

14. Fences

1. Stark Treks does not accept any responsibility or liability for any clients dog(s) that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients dog(s) in a fenced area.
2. This includes electronic, wood, metal or any other type of fence.

15. House Cleanliness

1. Dog Walking, Stark Treks will clean up after your dog(s) to the best of their ability. Please inform me of the designated area for the appropriate cleaning supplies.
2. Stark Treks is not responsible for carpet/ flooring stains created by your dog(s).
3. We request that you provide plastic bags, towels, cleaning products, paper towels and bin bags.
4. If there are accidents above and beyond the normal amount anticipated, we will charge a reasonable fee for clean up time.

16. Household Emergencies

1. Details of shut off points for services into the property are to be provided on the Home Information Sheet.
2. In the event of a household emergency, your emergency contact will be contacted to arrange any remedial work.

17. Thermostats

1. Please leave your thermostat settings within a normal comfortable range.
2. If the house temperature is outside of this range, Stark Treks will adjust the thermostat to ensure the health and comfort of your dog(s). Your emergency contact will be notified.

18. Accompanying Visitors

1. A sitter may wish to have either a companion or spouse accompany them on an assignment at no additional costs to the client. This may happen if personal safety is thought to be an issue.
2. This must be agreed with the client, and the companion/spouse will have been vetted by Stark Treks and will be subjected to all necessary checks.

19. Changes to return date

3. Stark Treks carefully schedules our time to serve you and our other clients, therefore, there are no refunds or credits for early returns or last minute changes to pet care.
4. In the event that the client is delayed on return, they must inform Stark Treks immediately, and they will use its best endeavours to make alternative arrangements for continued cover, this may incur a further charge.

20. Payment

1. Stark Treks accepts cash/bank transfer, (please ask for bank details)

21. Liability

1. Stark Treks shall not be liable to the client or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of it's obligations in relation to the services, if the delay or failure was due to any cause beyond Stark Treks's reasonable control.

Signature: _____

Date: _____



Contact:

Lisa Stark

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