

LOVEDOGS London LTD

27A Portnall Road

London

W9 3BA

T 07923377445 or 07462162221

Email: lovedogslondon@gmail.com

Web: www.lovedogs.london

Agreement Form

This form must be completed and signed by all clients using LOVEDOGS London LTD services. It should be read in conjunction with our terms and conditions (the „Terms“), a copy of which is attached. By returning the completed form to us, you agree to be bound by the Terms.

Owner's Details

Name: _____

Address: _____

Postcode/Town/City: _____

Phone: _____

E-Mail: _____

Do you require us to hold a key?

Emergency Contact: _____

Name: _____

Phone: _____

E-Mail: _____

In the remainder of this Agreement Form, where applicable, please indicate your answers using the options provided. If you need any additional space to provide a fuller answer, please use the blank page at the end (before the start of the Terms and Conditions).

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Dog's Details

Name: _____ Breed: _____

Colour: _____ Date of Birth: _____

How long owned: _____

Obtained from: Breeder Rescue Other: _____

Sex of the dog: male female

Neutered: Yes No

On Lead/off lead: On Off

Behavioural characteristics

Please indicate the behavioural characteristics of the dog out of 10
(1=very bad, 10 = very good):

Recall	1	2	3	4	5	6	7	8	9	10
General obedience	1	2	3	4	5	6	7	8	9	10
On Lead	1	2	3	4	5	6	7	8	9	10
Sociable with other dogs	1	2	3	4	5	6	7	8	9	10
Chasing birds, squirrels etc	1	2	3	4	5	6	7	8	9	10
Food obsession	1	2	3	4	5	6	7	8	9	10
Toy possession	1	2	3	4	5	6	7	8	9	10
Aggression	1	2	3	4	5	6	7	8	9	10
Energy levels	1	2	3	4	5	6	7	8	9	10

Any behavioural problems? Yes No

If yes please explain:

Are there any other dogs in your household? Yes No

Behaviour with other dogs in household:

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Behaviour with other dogs outside household, in parks, streets, countryside etc:

Behaviour with owners:

Behaviour with visitors to the house:

Behaviour with strangers outside:

Do any of the following effect your dog's behaviour in any way?

Fireworks	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Cyclists/rollerbladers/cars/motorbikes/skateboards	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Birds, squirrels, horses	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Other dogs	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Newspapers	<input type="checkbox"/> Yes	<input type="checkbox"/> No
People carrying umbrellas/sticks	<input type="checkbox"/> Yes	<input type="checkbox"/> No
People wearing helmets, hats, hoodies	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Picnics, food, cafes	<input type="checkbox"/> Yes	<input type="checkbox"/> No

How does you dog behave around children (please explain)?

Does your dog chase wildlife or any other animals: Yes No

If yes please explain:

Please explain your dog's personality and characteristics:

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Training and Related Information

Has your dog ever received any kind of formal training by:

No Yes: You Trainer

If so how much training was given (please explain):

Professional trainer:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Group Classes:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you require any ongoing training for your dog?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Has your dog been to the following before:

Dog walking:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Day Crèche:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Home boarding services:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Kennels:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Grooming Parlour:	<input type="checkbox"/> Yes	<input type="checkbox"/> No

How did you find out about LOVEDOGS London LTD (please circle, as appropriate):

- Vet
- Friend
- Search Engine
- Radio
- Magazine
- Other
- If „Other“ please explain:

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Veterinary Details and Vaccination History

Vet Name: _____

Vet Address: _____

Postcode/Town/City: _____

Phone: _____

E-Mail: _____

Vaccination History

Has your dog had the following vaccinations:

Parvovirus:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Leptospirosis:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Hepatitis:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Distemper:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Kennel:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Cough:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Routine		
Tapeworm treatment:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Routine lungworm treatment:	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Recent Veterinary History

Please describe:

Anticipated Vaccinations

Next Vaccination Due:

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Medication/Microchipping

Is your dog microchipped? Yes No

Is your dog on medication? Yes No

If yes please explain:

Dietary Requirements

What are your dog's dietary requirements?

Veterinary Consents (subject always to the Terms)

Please confirm that if we have to take your dog to the vet whilst in our care you are happy for your dog to undergo necessary treatment if we are unable to contact you?

Yes No

Clients are required to pay vets directly. LOVEDOGS London LTD will not be responsible for paying for any veterinary treatment for your dog.

Please will you ask your vet to sign below agreeing to bill you as the client direct for any treatment received whilst in the care of LOVEDOGS London LTD.

Confirmation that Vet's details (above) are correct.

Vet Signature

Signature Date

Any other comments or instructions you would like to make/give?

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By signing this document below, you confirm you have read and agree to the Terms.

From time to time we would like to contact you with news, offers and service updates relating to our business (but no one else's). Please let us know (by ticking the appropriate box) if:

You are happy for us to do so

You'd prefer we didn't

Please use this space for any additional information you'd like us to know

Client Signature

Date Signed

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Terms and Conditions

Our biggest priority at LOVEDOGS London LTD is the welfare of our dogs and to maintain client satisfaction. We will endeavour to give you and your dog the best service we can. We welcome feedback, good or bad, from all our clients so please do not hesitate to contact us if you do not agree with any of the following terms and conditions (which apply, as appropriate, to all services we provide).

All dogs coming to the Day Care must undergo a 'trial' walk prior to their stay in order for us to assess their energy levels, social behaviour and to check for any signs of aggression or unsociable habits. All dogs coming for boarding will be similarly assessed by an initial 'trial' overnight stay. Irrespective of the services to be provided in any case, we require all our clients to fill out an Agreement Form (one per dog) which will help us in our assessment. It is important that the information you provide is correct and complete (and does not omit vital 'not so good' points about your dog's behaviour).

The Agreement Form will be kept on file for repeat services therefore please advise us of any relevant changes to your circumstances via writing or email. By completing an Agreement Form you will be expressly confirming your agreement to these terms and conditions and that we may rely on the information provided in it (as subsequently updated by you, if applicable).

We will not share your details with other organisations however we may routinely provide information to your vet out of professional courtesy. Please advise us if you prefer us not to do so.

From time to time we will contact you with news, offers and service updates, please let us know if you do not wish to receive such information. A copy of our privacy policy can be found on our website (www.lovedogs.london).

Health and Behaviour

All dogs must be fully vaccinated to include parvovirus, leptospirosis, hepatitis, distemper and kennel cough. We recommend routine tapeworm de-worming with a veterinary licensed product every three months and we strongly advise a monthly lungworm treatment with Advocate which also covers flea treatment (but not ticks). Please advise in writing/email of any relevant veterinary conditions your dog may have and any medication being taken.

We do not accept bitches in season under any circumstances and request that owners inform us immediately if they suspect their dog may be coming into season. We reserve the right to return any dog that is in season and payment will still be taken.

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Please advise us of any previous aggression your dog has shown towards people and/or other dogs and inform us of any medication or circumstances that may have recently changed your dog's behavioural pattern.

Please advise us if your dog has had any issues with food or toy possession, running off, constant barking, problems with house training etc this is extremely important in helping us to assess the level of care that your dog needs and whether or not training is necessary.

Service Provision

Your dog will be walked on and off lead for 1 - 1.5 hours at a time (depending on the energy levels of the dog). Puppies are exercised 2/3 times per day for 20 minutes as long walks can cause problems by over exercising, please do ask for more information. Boarding and Day Care dogs go for 2 walks per day. Please advise us if your dog is not used to high levels of exercise.

Please be aware dogs that are new to day care may experience higher levels of physical and mental activity than they are used to and therefore may come home extremely tired. In order to gauge the right level of activity for your dog it is important for us to receive feedback from you.

Please be aware the dogs are taken to parks, rivers and woodlands for their walks therefore your dog may get dirty and possibly hair-matted particularly in wet weather, we will endeavour to bring dogs back as clean as possible, however, it is very helpful if owners of day dogs/walking only dogs can provide us with towels left in the front hallway of your home so we can dry dogs off on delivering them back to you.

For boarding dogs and puppies that need feeding during the day at the Day Care, owners must provide food with full instructions alternatively we are happy to provide food at a supplementary cost. Please note a change of brands can result in stomach upsets so if your dog has a sensitive stomach it is advisable to provide us with your own food.

Security and Emergency

We endeavour to provide a safe and secure environment for all our dogs as far as is reasonably possible. However, please be aware that by the very nature of the services we provide there are certain risks involved when dogs interact with other dogs, with persons who are strangers to them and in public places.

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Please note it is the responsibility of the owner to make sure the collar provided with their dog is secure and tight enough so the dog can not slip out of it.

Please advise us if your dog is to be walked on-lead only. We will use our own leads.

All dogs must be microchipped.

In case of an emergency you agree we are authorised to seek veterinary care, where practicable, at your own vet or the closest vet available if needs be. We will of course endeavour to contact you immediately in the event of an accident. In any event, you agree to accept full responsibility for the cost of all veterinary care and to settle fees directly with the veterinarian involved. If an accident is caused by our own neglect we will of course cover any medical bills via our own insurance. All costs, fees and expenses incurred as a result of other accidents will be the responsibility of, and will be covered by, the owner and in any such case you agree to indemnify on demand us against any costs we may agree to incur for the benefit of securing treatment in an emergency.

Please provide LOVEDOGS London LTD with keys to your property for our pick up/drop off service if there is no one available to let us in. Please note your keys will be made available to all members of staff for pick up and drop off purposes and by providing us with your keys to us you are agreeing to allow us unaccompanied access to your property for the purposes of collecting and delivering your dog from and to it (and, if applicable, carrying out related activities such as towelling down dogs which have become wet or muddy). We perform appropriate background checks on all our staff. Please give us instructions on locking systems and alarm codes. Also please note it is against our policy to collect/leave keys under doormats and in special hidden places or to drop keys back through letter boxes so please do not ask us to do so. This is for your own security and ours.

We will endeavour to preserve the security of all keys entrusted to us. If, however, for any reason your keys become lost or stolen whilst in our possession we will contact you as soon as possible after becoming aware of the fact.

Reservation of rights

We may refuse to provide services in respect of any dog and reserve the right to withdraw services from any customer or dog at any time without prior warning.

These terms and conditions may be subject to change at any time without prior notification.

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Limitations of liability

In addition to the limitation of our liability in connection with the loss or theft of keys left in our possession (see above), we will not be liable to you in contract, tort (including negligence), for breach of statutory duty, or otherwise, for:

- any indirect or consequential loss of any kind whatsoever however caused; or
- any loss that consists of loss of business, revenue, profit or saving (in each case whether direct or indirect), even if you have advised us of the possibility type of that of loss.

Our maximum liability to you in connection with the provision of our services and/or arising from these terms and conditions shall not in any event exceed £5,000 although no limitation set out in these terms and conditions shall apply to limit our liability for fraud or in respect of the death of, or personal injury to, any human being.

General

A person who is not a party to the Contract shall not have any rights under or in connection with it.

LOVEDOGS London LTD may assign, transfer, charge, mortgage, subcontract or deal in any manner with all or any of its rights or obligations under these terms and conditions.

No variation of these terms and conditions shall be valid unless it is in writing and signed by, or on behalf of, each of you and LOVEDOGS London LTD.

Governing Law

These terms and conditions (and the Agreement Form referred to above), and any dispute or claim arising out of or in connection with them or their subject matter (including non-contractual disputes or claims arising in connection with our agreement to provide services to you), shall be governed by, and construed in accordance with, the law of England and Wales and the English courts shall have exclusive jurisdiction in relation to any such dispute or claim.

Provision of any services implies you have understood and agreed to these terms and conditions.