



The
THAXTED
PET CO.



Welcome Pack



In this pack you will find the following:

- A little bit about us
- Pet information sheet
- Our company Policies and Procedures
- Our Insurance Documents
- Injury/illness policy and procedures
- Social media permissions form

All documents can be found on our website, however, if you would like a copy of your signed forms please just ask.

WELCOME!

Hello and welcome to Thaxted Pet Co! We are so happy you have chosen us to care for your furry friends. We know putting your pets in the hands of someone else can be a worry at first, so we are here to make the process as easy and stress free as possible.

A LITTLE BIT ABOUT ME (GEORGIE)

Thaxted Pet Co. is a family run business founded in March 2016. After a lifetime of loving pets I decided to put this passion into a business and haven't looked back since. I love working alongside animals, forming an everlasting bond and relationship with them. Since starting out, I have undertaken the following courses to aid my care and understanding of animals:

- Level 4 Diploma in Canine Care, Behaviour, Training and Welfare
- Level 3 Diploma in Canine Grooming
- Level 3 Diploma in Canine Science and Nutrition
- Certificate in Pet First Aid
- I am currently studying my levels 5-6 in Canine Behaviour Management, to qualify as an accredited canine behaviourist.

We also offer training services both online and 1-2-1 private sessions. I am a fully accredited trainer and a full member of The Pet Professional Guild, The UK Dog Training and Behaviour Charter and the International Animal Companion Network. In 2023 I also became a certified trainer with Kids around Dogs, a brilliant organisation that help children and dogs live safely around each other.

ABOUT US AT THAXTED PET CO.

Thaxted Pet Co. couldn't just run with me alone! I am lucky to have some amazing people working alongside me. My parents Sam and Mark share the same passion for animals and join us on weekly on walkies and pet visits. My husband Jack is also a part of the team and manages the equestrian side of the business. We are so passionate about what we do and have catered to customers of all needs over the last 6+ years. We can't wait to get to know you and your pets and help you in any way we can.



THAXTED PET CO. PET INFO SHEET

Owners name:	Phone number:
Address:	Animals name:
Breed/Age/Sex:	Neutered/Spayed: YES. NO.
Service required:	Can be walked off lead: YES. NO. Can be walked with other dogs: YES. NO. Can be transported by car: YES. NO.
Vet practice/phone number:	Allergies or Medications:
Can be given treats: YES. NO.	Signed/dated Client:

Any additional notes/information:

Thaxted Pet Co. Policies and Procedures

Liability Policies

- Thaxted Pet Co. cannot be held responsible for any pets that bite members of the public or other animals
- Thaxted Pet Co. cannot be held responsible if a pet suffers an accidental death or escapes due to faulty fencing or gates in the home
- Thaxted Pet Co. cannot be held responsible for any damage a pet may create in the clients home
- Thaxted Pet Co. cannot be held responsible for any actions or complications that pets suffer whilst they are unattended
- Thaxted Pet Co. has the right to refuse service if your pet shows signs of aggression. Depending on the severity of circumstances, services may continue to be carried out, however, we would insist your pet would need to be muzzled and on the lead at all times
- Thaxted Pet Co. reserves the right to refuse service if your dog is too unruly/untrained and the operation of services is causing stress/injury to the walker or other animals.
- Thaxted Pet Co. will not let dogs off the lead unless specified on the pet care agreement sheet signed by client
- Thaxted Pet Co. will only communicate with the client directly, communication via third parties will only be acceptable in emergency or exceptional circumstances.
- The client understands that all dogs must have a veterinarian, be up to date with vaccinations and be micro chipped and wear a identification tag (as required by UK law)
- Thaxted Pet Co. reserves the right to cancel walks if your pet is showing signs of an infectious disease (such as kennel cough).

Cancellation Policy

Cancellations must be made within 24 hours of scheduled service or a cancellation fee totalling to half of the service/s booked will apply. If we are unable to gain access into the customers property this will be treated as a cancellation. The cancellation policy will only not apply in exceptional circumstances.

Payment Arrangement

We respectfully ask that you settle your invoice within 7 days from when the service was carried out. If you are unable to pay for services provided, we will not be able to carry out any future services until payment has been made. We accept both cash and BAC's payments, cheques will not be accepted.

Business Hours

Business and visiting hours fall between the times of 9am and 6pm. We do offer a late visit service, however, customers outside the Thaxted area will incur a surcharge of £2.50. We cannot guarantee visits will be done at the exact time slot, however, visits will be done within 30 minutes of the allotted time.

Equipment

Thaxted Pet Co. provides leads, dog waste bags and treats for your pet as part of the service. If you do not wish your pet to receive any treats please inform us. If you are booking our walking service you are expected to provide a suitable collar or harness. All equipment should be in fully working condition with no splits or damage that makes them unsafe to use. If you are unable to provide this we will not be able to provide the given service and this will be charged as a cancellation.

Unspayed Dogs

Thaxted Pet Co. asks that you inform us if your unspayed dog goes into season as this will mean we are unable to take them on group walks with any male dogs until their season has finished.

Client's Keys

Thaxted Pet Co. ensures that client's keys are held securely. If clients do not require us to keep a key we are happy to collect within Thaxted. However, if outside Thaxted a surcharge will apply depending on distance. Clients are always welcome to drop off keys to us. Please note that keys left in safe place on client's property are Thaxted Pet Co.s responsibility.

Walking times

On completion of clients contract, Thaxted Pet Co. will establish time/duration of dog walks with the client. If the client wishes to make any future changes, we cannot guarantee change of contract. Group walking hours run from 10:30 am - 1:30pm. Thaxted Pet Co. aims to collect your pet anytime between these hours of service and cannot guarantee a specific time for collection/drop off. Solo walking hours may differ and this should be discussed upon initial meeting.

Please note - circumstances beyond our control may result in alteration of usual walking times. In these circumstances Thaxted Pet Co. will contact you.

Weather

Thaxted Pet Co. carries out walks in varying weather conditions. In the event of extreme weather such as snow or excessive heat - we will contact you regarding your dog and assess whether it is safe for the service to be carried out.

As we walk in the countryside, it is inevitable that we will experience muddy/wet weather, especially in the winter months. Thaxted Pet Co. carries water and towels to clean excess mud after your pets walk. However, the client understands that pets may not be completely clean/dry when leaving them back in the home. It is the clients responsibility to inform us of a suitable place to leave your pet when dropping them home.

Right to refuse service

Thaxted Pet Co. retains the right to refuse service if the clients pet is unruly/untrained and causing stress/injury to members of staff or other animals in our care. Thaxted Pet Co. also retains the right to refuse service to any client that are abusive to members of staff.

Emergencies

The Client agrees to authorise Thaxted Pet Co. to handle any emergencies that may occur. We will make every effort to contact you, however, the client gives authority to Thaxted Pet Co. to act in your pet's best interest if an emergency arises.

Month trial period

The Client agrees that all walking services are initially part of a one month trial period to determine the suitability of group walks.

By signing below the client fully understands and agrees to the above information

Name of Client:

Signature:

Date:



THAXTED PET CO. INJURY/ILLNESS POLICY & PROCEDURE

Your pets happiness and wellbeing is of the utmost importance to us and as a business we will always do our best to keep your pets safe whilst in our care. Unfortunately accidents do occasionally happen and your pet may become injured or unwell whilst in our care. This document explains what injuries/illness could occur and what we will do if this does happen.

In the event of minor injuries/illness:

Minor injuries/illness to dogs whilst in our care could be (but not limited to) the following:

- A cut or graze
- A limp when walking
- Upset tummy (diarrhea or vomiting)

What we will do

If your pet is experiencing any of the above we will contact you immediately. If there is a visible injury we will also send you a picture of this.

In the event of a cut/graze we will follow our first aid policy. Firstly, we will assess the cut to determine how bad the injury is; we will then clean the wound using an anti-bacterial, anti-viral and anti-fungal spray called Leucillin. If the cut/graze is in a position to do so, we will bandage it to prevent your pet licking/irritating it further.

In the event of a limp when waking/upset tummy, we will assess your pet to determine whether they need attention from a vet. We will then contact you to discuss what action should be taken next.

Upon contacting you, we will explain what the problem is and the action we have taken so far.

After we leave your pet

Upon leaving your pet in the event of a minor injury/illness we will have informed you on their current state and what we have done. As a business we ensure to assess your pet and give them the most appropriate immediate care. We then ask you as the animal owner to make the next decision as to what care/treatment should take place next.

Thaxted Pet Co. cannot be held responsible making a decision regarding the next stage of your pets care. If asked we can offer advice, but as a business we must reinforce that it is your responsibility to seek professional care for your pet if you see fit.

In the event of more serious injuries/illness:

In the event of a more serious injury/illness which needs immediate veterinary attention, we will firstly assess your pet and give first aid if necessary. We will take your pet to their registered veterinary practice and contact you to alert you of this. We will then ask you, the owner, to come to the veterinary practice as soon as possible.

If we are unable to get hold of you

In the event of an illness/injury we will make every effort to contact you. If we are unable to reach you, we as a business will act in your pets best interest and seek the care we deem appropriate.

Injuries in the home/whilst not in our care

Thaxted Pet Co. cannot be held responsible for any injuries your pet may experience whilst at home and not in our care. If we collect your pet and notice an injury, you will be informed immediately.

By signing below the client fully understands and agrees to the above information

Name of Client:

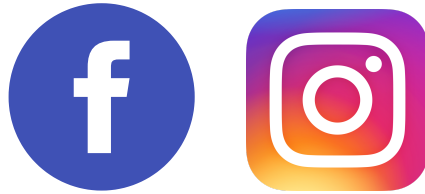
Signature:

Date:



THAXTED PET CO. SOCIAL MEDIA RELEASE FORM

At Thaxted Pet Co. we run a few social media pages where we like to share the fun walkies and visits we do with your pets. These images/videos are shared on our Facebook or Instagram platforms. We understand that not every owner may want their pet/s images shares online Please fill out the form below to indicate whether you approve or disapprove of your pet being featured on any of our social media platforms.



- YES, I give permission for my pet/s to be photographed and featured on social media
- No, I do not give permission for my pet/s to be photographed and featured on social media

By signing below the client fully understands and agrees to the above information

Name of Client:

Signature:

Date: