

## Pad & Co Terms and Conditions

Last updated: 2026

These Terms and Conditions apply to all dog walking, pet care, home visit, sitting and related services provided by Pad & Co.

Pad & Co is operated as a sole trader.

Business owner: Anastasia Penn trading as Pad & Co

Email: [info@padandco.com](mailto:info@padandco.com)

Website: [www.padandco.com](http://www.padandco.com)

Service area: Suffolk and surrounding areas

In these terms, “we”, “us” and “our” means Pad & Co. “You” and “your” means the client using or booking our services.

By booking, using or continuing to use our services, whether verbally, in writing, through our website, through our app or by any other agreed method, you agree to these Terms and Conditions.

### 1. Our services

We provide dog walking, pet care, home visits, sitting and related pet services as agreed with each client.

We will provide services in accordance with the information you give us, including details about your pet, your home access arrangements, your booking requirements and any care instructions.

You may request to meet your walker or carer before services begin. This gives you the opportunity to discuss your pet’s needs, ask questions and be satisfied with the suitability of the arrangement.

We will make reasonable efforts to provide the agreed walker or carer. If your usual walker or carer is unavailable due to illness, emergency, holiday or another reason, we may provide another suitable Pad & Co team member where possible.

### 2. Booking and acceptance

A booking is only confirmed once we have accepted it.

We may refuse, cancel or pause services where we reasonably believe it is unsafe, unsuitable or not in the best interests of the pet, client, walker, carer or wider public.

We reserve the right to refuse or cancel services if:

- A dog shows aggression or behaviour that makes the service unsafe
- The pet’s needs are different from those disclosed to us
- Required information has not been provided

- Payment has not been made
  - Access to the property is unsafe or unavailable
  - The service cannot be provided safely or appropriately
  - The welfare of the pet, walker, carer or other animals may be at risk
3. Client information and responsibilities

You must provide full and accurate information about your pet, your home access arrangements and any instructions needed for us to provide services safely.

You must tell us about:

- Any behavioural issues
- Any bite history
- Any reactivity, anxiety or fear-based behaviour
- Any medical condition or injury
- Any medication or treatment
- Any allergies
- Any feeding requirements
- Any walking restrictions
- Any relevant veterinary advice
- Any season, pregnancy risk or mating concern
- Any other issue that could affect care, safety or suitability of services

If information is withheld, inaccurate or incomplete, we may cancel services, amend services or apply additional charges where reasonable.

You are responsible for ensuring that your pet is suitable for the service booked.

#### 4. Trial period

All dogs may be subject to a trial period to assess whether the service is suitable.

During the trial period, we will consider your dog's behaviour, confidence, response to handling, response to other dogs if relevant, walking behaviour and general suitability for the service.

If we decide that the service is not suitable, we may end the arrangement or suggest an alternative service where appropriate.

#### 5. Leads, collars, identification and microchips

All dogs will be walked on lead unless we have agreed otherwise in writing.

Off-lead walking will only take place where we have written permission and where we consider it safe and appropriate. We may withdraw off-lead walking at any time if we believe it is no longer safe or suitable.

You must provide suitable walking equipment, including collar, harness and lead where required.

All dogs must be microchipped and registered with up-to-date keeper details.

All dogs must wear a collar and identification tag in line with legal requirements when in a public place. We reserve the right not to walk a dog if suitable identification is not in place.

#### 6. Supplies and pet care items

You must provide all items needed for your pet's care, including food, treats, medication, leads, harnesses, collars, coats, towels, cleaning supplies or any other necessary items.

If your pet requires additional supplies while in our care, we may purchase reasonable items on your behalf and add the cost to your invoice.

If your dog needs towelling off after walks, suitable towels must be provided by you.

#### 7. Behaviour, safety and suitability

You must tell us about any behaviour that could affect the safety of your pet, our team, other animals or members of the public.

This includes but is not limited to:

- Biting
- Lunging
- Resource guarding
- Fear of strangers
- Reactivity to dogs, people, traffic or livestock
- Escape attempts
- Separation anxiety
- Destructive behaviour
- Mating behaviour
- Any known trigger or handling issue

We may refuse, shorten, amend or cancel services where we believe there is a safety concern.

If your dog causes injury, damage or loss because relevant information was not disclosed, you may be responsible for any resulting costs, claims or losses.

#### 8. Female dogs in season and entire males

You must tell us if your female dog is in season or may be coming into season.

We reserve the right to refuse or amend walks for female dogs in season.

We cannot be held responsible for mating, pregnancy or related consequences where a dog's season, reproductive status or mating risk has not been disclosed or where circumstances arise outside our reasonable control.

You must tell us if your male dog is entire and whether he has any known issues around mating behaviour, scent following, mounting, escaping or reactivity.

#### 9. Weather and welfare

We will use our professional judgement when deciding whether a walk or service can safely go ahead.

We may shorten, amend or replace a walk where weather conditions make walking unsafe or unsuitable. This includes heat, thunderstorms, heavy rain, ice, snow, high winds, poor visibility or any other condition that may affect safety or welfare.

As part of our pet safety policy, we do not carry out normal walks when the temperature is over 23°C. Where appropriate, walks may be replaced with home visits, quick toilet breaks, indoor care or shaded garden time.

If a service is changed because of weather or safety, we will inform you where practical.

#### 10. Payments

All services are payable at the time of booking unless otherwise agreed.

Where an invoice is issued, payment must be made within 5 days of receiving the invoice unless we have agreed different payment terms in writing.

Payment can be made by bank transfer or through our online payment system where available.

If payment is late, we may pause, cancel or refuse further services until the account is brought up to date.

You remain responsible for paying for all services provided and any agreed additional costs.

#### 11. Cancellations by the client

For standard walks, home visits and regular pet care services, we require at least 48 hours notice to cancel.

For overnight sittings or extended sitting services, we require at least 2 weeks notice to cancel.

If you cancel outside the required notice period, you may still be charged. Any cancellation charge will reflect the notice given, the type of service booked, any costs already incurred and whether we are able to fill the slot.

If your pet is unwell, you must contact us before the booked service is due to start so we can discuss whether it is appropriate to go ahead.

We will always consider pet welfare and safety when deciding whether to continue, amend or cancel a service.

## 12. Cancellations by Pad & Co

We may cancel or amend a booking at short notice due to illness, emergency, unsafe conditions, extreme weather, access issues or other circumstances outside our reasonable control.

If we cancel a service and no alternative service is provided, you will not be charged for that cancelled service or you will receive a refund or account credit where payment has already been made.

If we shorten or amend a service for safety or welfare reasons, we will explain what has happened and deal with any refund, credit or adjustment fairly.

## 13. Ending regular services

If you wish to end regular services with Pad & Co, we require at least 72 hours notice unless otherwise agreed.

We may end regular services by giving reasonable notice where possible.

We may end services immediately if there is a serious safety concern, non-payment, abuse towards our team, repeated failure to provide accurate information, unsuitable pet behaviour or another serious issue.

## 14. Property access, keys and key safes

Where we need access to your property, you must provide safe and reliable access arrangements.

We recommend using a secure key safe where appropriate.

If you provide a key safe number, key, alarm code or other access instruction, you authorise us and authorised Pad & Co team members to use that information only for the purpose of providing agreed services.

Keys will be kept securely and will not have identifying personal details attached where possible.

You may ask for keys to be returned at any time.

You must tell us immediately if you change locks, move or change your key safe code or access instructions.

If we cannot access your property because of incorrect, missing or changed access information, the service may still be charged.

## 15. Home safety

You must ensure that your property is safe for us to enter and work in.

You must tell us about:

- Alarms
- Cameras or recording devices
- Other people who may be present
- Other animals in the property
- Unsafe flooring, gates, fences or doors
- Hazardous substances
- Building work
- Any area we should not enter
- Any issue that may affect safe access or pet care

We may refuse to enter or continue a service if we reasonably believe it is unsafe.

#### 16. Veterinary care and emergencies

You must provide your pet's veterinary practice name, address and phone number.

You should also provide emergency contact details for a trusted person who can make decisions if you are unavailable.

We will make reasonable efforts to contact you in an emergency.

If we cannot contact you, you authorise us to seek veterinary advice or treatment where we believe it is in the best interests of your pet.

You are responsible for veterinary fees, treatment costs and related costs unless the issue was caused directly by our negligence.

#### 17. Health, vaccinations and treatments

Dogs must be kept up to date with vaccinations, flea treatment and worming treatment as advised by your vet.

Proof of vaccination, treatment or veterinary advice may be requested.

You must tell us if your pet has any contagious illness, parasite, injury or condition that may affect our ability to provide services safely.

We may refuse or amend services where there is a risk to your pet, other animals, our team or the wider public.

#### 18. Insurance

Pad & Co holds public liability insurance and insurance relating to care, custody and control of pets where applicable under our policy.

Our insurance applies only when an authorised Pad & Co walker or carer is carrying out an agreed assignment for Pad & Co.

Insurance cover is subject to the terms, conditions and exclusions of the relevant policy.

You are responsible for veterinary bills and pet-related costs unless the loss or injury was caused directly by our negligence or breach of duty.

#### 19. Liability

We will provide services with reasonable care and skill.

Nothing in these terms limits or excludes liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or your statutory consumer rights.

We are not responsible for loss, injury, illness, escape, damage or costs caused by:

- Information not being disclosed to us
- Inaccurate or incomplete client information
- Pre-existing medical conditions
- Age-related illness or deterioration
- Veterinary conditions outside our control
- Behaviour that was not disclosed
- Unsafe equipment supplied by you
- Unsafe property, fencing, gates or access arrangements
- Actions of third parties
- Events outside our reasonable control

Where we are responsible for a loss, our liability will be limited to losses that are reasonably foreseeable and directly caused by our breach, except where the law does not allow such a limit.

#### 20. Damage to property

You must tell us about any areas of the property that are fragile, unsafe or should not be used.

We are not responsible for damage caused by your pet, wear and tear, existing defects or issues outside our reasonable control.

If we cause damage through our negligence, you must inform us as soon as reasonably possible and give us a fair opportunity to inspect or resolve the issue.

#### 21. The Pad & Co app

The Pad & Co app is used for private communication between Pad & Co admins, team members and clients.

App accounts are provided for authorised users only.

You must not:

- Share your login details
- Allow another person to use your account

- Send abusive, offensive or inappropriate messages
- Upload unlawful, offensive or inappropriate photos
- Use the app for anything unrelated to Pad & Co services
- Attempt to access chats, profiles or information you are not authorised to access

Messages and photos sent in a chat may be visible to other authorised members of that chat, Pad & Co admins and authorised team members where needed to manage services.

The app may send email notifications and push notifications. Notifications are provided as a helpful feature but cannot be guaranteed. You should not rely on app notifications alone for urgent matters.

Urgent instructions, emergencies, cancellations or time-sensitive messages should be sent by direct contact using the most appropriate method, such as phone call or confirmed message.

We may suspend or remove app access if an account is misused, no longer required or connected to services that have ended.

Use of personal information through the app is explained in our Privacy Policy.

## 22. Photos and updates

We may send pet photos and updates to you as part of our services.

Photos you send to us or upload through the app may be used for service communication and care records.

We will not use client or pet photos for marketing or promotional purposes without permission.

## 23. Complaints and concerns

If you have a concern about a service, please contact us as soon as possible so we can try to resolve it.

We may ask for details, dates, photos, messages or other information to help us investigate.

We aim to deal with complaints fairly and promptly.

## 24. Changes to these terms

We may update these Terms and Conditions from time to time.

Where we make significant changes, we will notify clients in writing, through the app, through our website or by another appropriate method.

Continued use of our services after updated terms have been provided will be treated as acceptance of the updated terms.

## 25. Privacy

We handle personal information in accordance with our Privacy Policy.

The Privacy Policy explains what information we collect, why we use it, how long we keep it and your rights.

## 26. Governing law

These Terms and Conditions are governed by the laws of England and Wales.

If a dispute cannot be resolved between us, the courts of England and Wales will have jurisdiction, unless consumer law gives you the right to bring proceedings elsewhere.