



# CUSTOMER CONSENT FORM

Please read this form and the accompanying Terms and Conditions carefully.  
*(this level of detail is required to ensure we can provide the highest level of care and safety for your dog).*

Then complete and sign this form  
*(including acceptance of the Terms and Conditions, off the Lead Consent Form and Waiver of Liability).*

## General Information

Your name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Email address \_\_\_\_\_

Phone: Home \_\_\_\_\_ Mobile \_\_\_\_\_ Work \_\_\_\_\_

Partners: \_\_\_\_\_

Name \_\_\_\_\_

Phone: Home \_\_\_\_\_ Mobile \_\_\_\_\_ Work \_\_\_\_\_

Emergency contact \_\_\_\_\_

Vet \_\_\_\_\_

Vet address \_\_\_\_\_

Postcode \_\_\_\_\_ Phone \_\_\_\_\_

## Security Information

Gate codes \_\_\_\_\_

Alarm instructions \_\_\_\_\_

## Your Dog's Details

Name \_\_\_\_\_ Age \_\_\_\_\_ Gender (M/F) \_\_\_\_\_

Breed \_\_\_\_\_ Colour \_\_\_\_\_

Is your dog microchipped? (Y/N) \_\_\_\_\_ No. \_\_\_\_\_ Is your dog insured? (Y/N) \_\_\_\_\_

How long have you owned your dog? \_\_\_\_\_

Please briefly describe your dog's history (e.g. if adopted)



Date of last immunisation \_\_\_\_\_

Neutered?

- Yes
- No
- No but will be by \_\_\_\_\_

Un-Neutered bitch? \_\_\_\_\_

Date of Last Season \_\_\_\_\_

Up to date with shots?

- Yes
- No
- No but will be by.. \_\_\_\_\_

Date of last Kennel Cough vaccination (Bordetella)? \_\_\_\_\_

Allergies: \_\_\_\_\_

Please list any pre-existing or current health conditions

Please list any medication your dog is currently taking and instructions

Please indicate if your dog has any sensitive areas on his/her body

Please describe any restrictions on your dog's activity (e.g. due to physical limitations such as hip dysplasia)

Is your dog allowed treats while under the care of Walkies Scotland?

## Social Skills

Please give a brief description of any formal obedience training your dog has received

How does your dog react to other people and dogs when on walks? \_\_\_\_\_

## Behaviour

Please describe general behaviour and energy levels (both inside and when out)

Please provide details if your dog is anxious around, or frightened by, any of the following:

Noises \_\_\_\_\_

Actions \_\_\_\_\_

Objects \_\_\_\_\_

Breeds or types of dog \_\_\_\_\_

Types of people \_\_\_\_\_

Where does your dog sit when travelling in the Car? Front? Back? Boot? \_\_\_\_\_

Does your dog ever get car sick? \_\_\_\_\_

Does your dog have specific command to "go to the bathroom"? \_\_\_\_\_

Does your dog behave differently on and off lead?

Does your dog play off lead with other dogs? \_\_\_\_\_

Does your dog live with children? \_\_\_\_\_

How does your dog behave around new children? \_\_\_\_\_

How does your dog behave around livestock? \_\_\_\_\_



Has your dog ever jumped on someone (if so, please describe the circumstances)?

Has your dog growled or snarled at someone (if so, please describe the circumstances)?

Has your dog ever bitten someone (if so, please describe the circumstances)?

Has your dog ever bitten another dog, other than play-biting (if so, please describe the circumstances)?

Does your dog allow you to take things out of his/her mouth?

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What type of dogs does your dog prefer to socialise with (e.g., small, females, playful, calm, etc.)?

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Will Chase:

- Doesn't Chase
- Cats
- Deer
- Livestock
- Small Animals

Off Lead with Owner:

- Yes - Always
- Usually
- Occasionally
- Never

Recall:

- Very Good
- Average
- Poor
- Notes:

Type of Lead:

- Standard
- Extendable

Type of Restraint:

- Full check
- Half Check
- Standard Collar
- Gentle Leader
- Halter
- Harness
- Muzzle
- Other



## Routine

Please describe pick up and return routine



Please give any other information that you think would be useful to enable us to give your dog the best possible care while under the care of Walkies Scotland.

Disclaimer & Waiver of Liability:

*The information I have given in this application is true, correct and complete to the best of my knowledge.*

*I have read and agree to abide by the Terms and Conditions for services received from Walkies Scotland. I hereby indemnify Walkies Scotland and their staff against liability of any kind whatsoever arising from my dog's participation in any services offered by Walkies Scotland.*

Full Name \_\_\_\_\_ Date \_\_\_\_\_

Please tick to accept our terms and conditions

Please attach copies of your dog's most recent vaccination certificates, including kennel cough (bordetella)

Off the Lead Consent Form

*I agree to Walkies Scotland having the right to allow my dog off the lead and understand that all terms and conditions remain the same.*

*I have read and agree to abide by the Terms and Conditions for services received from Walkies Scotland. I hereby indemnify Walkies Scotland and their staff against liability of any kind whatsoever arising from my dog's participation in any services offered by Walkies Scotland.*

Full Name \_\_\_\_\_ Date \_\_\_\_\_

Please tick to accept our terms and conditions

Key Holder Disclaimer & Waiver of Liability:

*The information I have given in this application is true, correct and complete to the best of my knowledge.*

*I have read and agree to abide by the Terms and Conditions for services received from Walkies Scotland. I understand that this form acts as permission to hold keys to my property, which I have provided willingly. I hereby indemnify Walkies Scotland and their staff against liability of any kind whatsoever arising from damage or loss of any property.*

Full Name \_\_\_\_\_ Date \_\_\_\_\_

Please tick to accept our terms and conditions on the last page.

## Terms & Conditions



Effective September 2021

1. The 'client' is solely responsible for any, and all harm, or damage caused by their dog whilst it is under the care of Walkies Scotland, or is using any other services provided by Walkies Scotland, and agrees to indemnify Walkies Scotland in full against any liability arising from such harm or damage to third parties.
2. The 'client' agrees that, in admitting their dog, Walkies Scotland has relied on the 'clients' representation that their dog is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog.
3. All dogs will be subject to an initial assessment by Walkies Scotland staff prior to using Walkies Scotland. We reserve the right to refuse admission for any dog deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
4. The 'client' agrees to notify Walkies Scotland immediately of any unwelcome, aggressive, provocative, or dangerous behaviour of their dog that has potential to cause harm to any other dog or individual.
5. Walkies Scotland offer services where dogs socially mingle in groups and the 'client' accepts that during the course of normal dog play their dog may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision.
6. Walkies Scotland will only let dogs off the lead once an 'off the lead consent form' has been signed, and will remain at the discretion of Walkies Scotland staff.
7. The 'client' is responsible for the full cost of treatment of any injuries or illness that their dog receives while under the care of Walkies Scotland, together with any associated costs e.g. call-out charges. The 'client' authorises the staff of Walkies Scotland to seek such veterinary advice and/or treatment as they deem necessary, where possible this will be carried out by the 'clients' usual/preferred Vet, but this cannot be guaranteed (e.g. in an emergency) and the 'client' accepts that the staff of Walkies Scotland may at their discretion use any registered Vet. The 'client' agrees to pay all such costs immediately upon pick-up of their dog, or by agreement with the proprietor.
8. Walkies Scotland reserves the right to refuse admission if the 'client' fails to provide adequate proof of vaccinations (including bordetella), or the vaccinations are found to be expired or otherwise incomplete.
9. Bitches may not attend Walkies Scotland while in season or pregnant. Walkies Scotland reserves the right to refuse admission if this criteria is not met.
10. The 'client' accepts that even though their dog is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog can still contract Kennel Cough. The 'client' agrees that they will not hold Walkies Scotland responsible if their dog contracts Kennel Cough while attending.
11. The 'client' agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious, infectious, or otherwise communicable diseases. The 'client' further agrees to notify Walkies Scotland immediately of any infectious *and/or* contagious disease or conditions their dog has been exposed to or is affected by. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Kennel Cough (Bordetella), Parvovirus, Corona virus, worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites. Walkies Scotland reserves the right to refuse admission until satisfied that the condition is resolved.
12. The 'client' consents to their dog being photographed, videotaped, *and/or* used in any media or advertising by Walkies Scotland without prior approval. All such media remain the property of Walkies Scotland.
13. The 'client' agrees that Walkies Scotland is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left with their dog.
14. The 'client' agrees to ensure their dog has not eaten in the hour before pick up by Walkies Scotland to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).
15. The 'client' agrees to provide *keys/arrange* access to the dog for the agreed appointment, failure to do so will result in a cancellation for that day's service and will be paid in full by the client.
16. The 'client' agrees that, by signing the key holder waiver form this will indemnify Walkies Scotland in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.
17. No variation of these Terms & Conditions will have effect unless confirmed by Walkies Scotland in writing.
18. Cancellations must be notified within 24 hours, or full daily charges will remain in place.