



# 4 Paw Friend

Where Happy Tails Meet Expert Care!

## 4 Paw Friend LTD 2026

### CLIENT REGISTRATION, CONSENT & TERMS OF SERVICE AGREEMENT

#### Dog Walking & Structured Outdoor Day Care Services

Thank you for choosing **4 Paw Friend LTD**. We pride ourselves on delivering a professional, safe, reliable, and structured service. This document forms the official agreement between the client and 4 Paw Friend LTD. Please complete all sections carefully.

## CLIENT REGISTRATION FORM

### Dog Details

Name: \_\_\_\_\_

Breed: \_\_\_\_\_

Age: \_\_\_\_\_

Sex:  Male  Female

Neutered/Spayed:  Yes  No

Microchipped:  Yes  No


Weight: \_\_\_\_\_ kg

### Health & Vaccinations

Please confirm your dog is up to date with:

Distemper


Parvovirus

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- Leptospirosis
- Kennel Cough
- Flea & Worming Treatment

**Vet Practice:** \_\_\_\_\_

**Vet Phone:** \_\_\_\_\_

**Any medical conditions/injuries?**  Yes  No

If yes, details:

\_\_\_\_\_

**Medication required?**  Yes  No

If yes, dosage/instructions:

\_\_\_\_\_

\_\_\_\_\_

## Behaviour & Temperament

Has your dog ever shown aggression towards:

- People
- Dogs
- Children
- Food/Toy Guarding

Details (if applicable):


\_\_\_\_\_

**Fears or triggers:**

\_\_\_\_\_

**Crate trained:**  Yes  No


**Walks well on lead:**  Yes  No

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## Off-lead consent:

- I give permission for off-lead exercise in safe areas
  - My dog must remain on lead at all times
- 

## Routine & Home Information

Feeding times:  Morning  Afternoon  Evening

Food type/amount: \_\_\_\_\_

Toilet routine/notes:

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Sleeping arrangements (boarding):

- Crate  Dog Bed  Free Roam  Other: \_\_\_\_\_
- 

## Owner Details

Full Name: \_\_\_\_\_


Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_


Emergency Contact Name: \_\_\_\_\_


Emergency Phone: \_\_\_\_\_  
\_\_\_\_\_

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## OWNER CONSENT & DECLARATIONS

- I confirm I am the legal owner/authorised handler of this dog.
  - All information provided is accurate and complete.
  - I authorise 4 Paw Friend LTD to seek emergency veterinary treatment if required.
  - I accept full responsibility for any veterinary costs incurred.
  - I confirm my dog is fit, healthy, and suitable for group exercise.
  - I will inform 4 Paw Friend LTD of any changes in behaviour or health.
  - I understand dogs interact freely and accept the normal risks involved.
- 

## PHOTO & MEDIA CONSENT

- I give permission for photos/videos of my dog to be used for social media/marketing
  - I do NOT give permission
- 

## TERMS & CONDITIONS OF SERVICE

### CANCELLATION POLICY (STRICTLY ENFORCED)

To protect staff time, scheduling, and route planning, the following charges apply:

**Cancellations made LESS THAN 24 HOURS before the booking:**

**100% of the booking fee will be charged (no refund).**

**Cancellations made BETWEEN 24–48 HOURS before the booking:**

**50% of the booking fee will be charged.**

**Cancellations made MORE THAN 48 HOURS before the booking:**

**25% of the booking fee will be retained by the company.**


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## Keys & Property Access

- Clients may provide keys or entry fobs for property access.
  - All keys are stored securely at all times.
  - **No keys are ever labelled with owner names, addresses, or identifying details.**
  - In the unlikely event a key is lost, **4 Paw Friend LTD will pay for replacement keys only.**
  - Clients remain responsible for any lock replacements if they choose to arrange them.
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## Health & Safety

- Dogs must be fully vaccinated and free from contagious illness.
  - Owners must disclose any history of aggression, biting, or behavioural issues.
  - We reserve the right to refuse service if a dog is deemed unsafe for staff or other dogs.
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## Off-Lead Exercise

- Dogs will only be let off lead with written owner consent.
  - Off-lead activity will only take place in suitable and safe environments.
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## Liability

- Every reasonable care and precaution is taken at all times.
  - Dogs are exercised in social environments and normal risks may apply.
  - 4 Paw Friend LTD cannot be held liable for minor injuries, illness, or incidents arising from normal dog behaviour.
- 


## PAYMENT TERMS

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- Clients are invoiced **7 days before the final day of each month.**
  - **Full payment is due on the final day of the month.**
  - Late payments may result in temporary suspension of services until the balance is cleared.
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## Emergency Situations

- In an emergency, every effort will be made to contact the owner immediately.
  - If unreachable, we will contact the emergency contact or transport the dog to the registered vet.
- 

## SIGNATURE

I confirm I have read, understood, and agree to the Client Registration Form and Terms & Conditions.

Owner Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_


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## BUSINESS INFORMATION

### 4 Paw Friend LTD

- Fully insured with AXA Pet Business Insurance
- Licensed with Lambeth Council – Licence No. 0067
- Registered with Companies House – Company No. 16217519
- Member of the Professional Dog Walkers Association (PDWA) – Reg No. 140226


Website: [www.4pawfriend.co.uk](http://www.4pawfriend.co.uk)

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