



TERMS AND CONDITIONS

Definitions

- Company means Lil Luka Dog Walks.
- Client means the person requesting and using the Lil Luka Dog Walks.
- Services mean the pet services listed on the Lil Luka Dog Walks Website.
- Contract means the profile of the relevant pet which reflects the date/s and nature of the service to be performed.
- Contract price means the price of services (including admin and other fees) as reflected on the Lil Luka Dog Walks Website and/or as agreed in writing between the Client and the Company.
- Regular customer means Company had previously serviced the pet or pets, a completed pet profile exists in the Company's database, Lil Luka Dog Walks has a key/remote or access code to your home and
 - The dog/s are being walked on specific day/s every week; or
 - The cat/s or other pets are fed by the Company at regular intervals whilst the owner is away on business/holiday.
- Pet Care Professional is the person who provides the services to the Client and their domestic pets.

Terms and Conditions

Terms and Conditions issued by the Company shall apply to all requests for services made by the Client after the date and time at which these conditions are first delivered or sent by email or text to, or otherwise brought to the notice of, any employee or representative of the Client. It shall be the Client's responsibility to ensure that these conditions are promptly brought to the attention of the Company's Operational Head or the responsible pet care professional, and accordingly any request for service made by the Client after the date and time described above in this clause shall be deemed to be an acceptance of these conditions.

Our Commitment to You

The Company will treat you, your pet/s and your property with respect and promises to provide reliable, friendly and trustworthy service/s. We will provide lots of cuddles and affection if your pet is o.k. with this and you can expect regular feedback on your pet's well-being.

We will endeavour to keep your confidential information safe and will not disclose this information to any outside third party without your consent.

Your Acceptance of our terms

If any instruction (i.e. verbally, per email or text) is received by the Company from the Client for the supply of services, it shall constitute acceptance of the Terms and Conditions contained herein. Upon acceptance of these Terms and Conditions by the Client, the Terms and Conditions are definitive and binding.

Pricing

The Prices shall be as indicated on the Lil Luka Website, www.dog-walker.co.nz, Quotation and/or the invoices provided by the Company to the Client in respect of services supplied.

The Price shall be the Price of the Company's current Price at the date of delivery of any services.

Time for payment for the services shall be of the essence and will be stated on the invoice or quotation. If no time is stated, then payment shall be due within 5 days of service delivery.

The Company reserves the right to implement a surcharge for changes to agreed-upon services after the contract has been finalised, as well as for Dog Walking services provided over weekends or public holidays

Hold Service

The Client may hold its services with Lil Luka Dog Walks at any given time (preferably one week before the final service date) by written or verbal instruction to the Company.

If the request is to hold services for a specified period only (i.e. dog going on holiday) then clear instruction to the company is required about the last date of service and the date for re-commencement of services.

If the request is to terminate the services (i.e. moving house), clear communication of the last date of service is required.

If, during any service to any pet(s), it is determined that the health and safety of the Pet Care Professional or pet(s) will be or are at risk due to the behaviour of the pet(s), the Company may immediately cease services for this reason.

It is the responsibility of the client to put on hold any auto payments over arranged holiday times. Refunds will not be given, or walks made up.

Liability

The Client shall indemnify and hold harmless Lil Luka Dog Walks of and from any and all injury or accident to the client's dog or dogs. Any claims, demands, losses, causes of action, damage, lawsuits, judgments, including attorneys' fees and costs, arising out of or relating to the work of Lil Luka Dog Walk Services.

Client Signature:

Print Name:

Date Signed:

