



ph. 705-868-0953
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Client Profile

Client # _____

Owner(s) Name(s)	
Email	
Address	
Home Phone	
Work Phone	
Cell Phone	
Preferred Method of Contact	

Emergency Information

Your emergency contact should be able to make a decision about the care of your pet(s) or home if we cannot reach you in the case of emergency. Be advised that we will make every effort to use your veterinarian in case of emergency, but depending on the nature of the emergency may use a clinic that is closer/open.

Primary Contact Name(s)/Relation	
Phone Number	
Key	
Secondary Contact Name(s)/Relation	
Phone Number	
Key	
Should we expect someone in your home during your absence? Y/N/Who	
Name of Veterinary Hospital	
Preferred Veterinarian	
Address	
Phone Number	

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Home Security

Locking information (key/code etc): One copy of key/code is required An additional key may be cut in order to provide it to emergency walker	
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Gear, Location and Instructions

Leash	
Collar/Harness	
Crate	
Treats	
Pet Waste Disposal	
Main Indoor Disposal	
Cleaning Supplies	
Towels (for paws and body)	

Updates and Social Media

We will provide written updates about our visit with your dog in a diary provided, or we will provide a text/email update should visits be less than weekly. Please be advised that should you be receiving text/email updates that you may not receive them promptly at the end of your dog's visit nor can we guarantee a prompt answer when visiting your dog. Please use the diary to communicate any special instructions to your walker.

The Crate Escape Peterborough has an active Facebook page and we encourage you to "Like" it in order to see photos of your dog(s) visits. No addresses or owner names are posted unless explicit request to do so is given. Opt out of social media posts of my pet: _____

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Privacy Policy

The Crate Escape Peterborough is serious about the confidentiality, integrity and security of your personal information. We believe that treating your personal information with the highest degree of respect and security is integral to our relationship with you as a client.

We collect information to serve you and your dog(s). The information we collect is necessary to ensure the safety, security, and comfort for you, your home, your dog(s), and the contractors/employees of The Crate Escape. Your personal information will never be shared or used for any purpose other than to keep an accurate record of the pertinent details required to walk and/or service your dog(s) needs as described in the Client Contract. Only contractors/employees of The Crate Escape will have access to any information collected.

Information about you or your pet is collected from our interactions with you and your pet. Interaction may include a phone call, text, email, direct interaction or other means of social media currently available. No matter how we collect your personal information, we try to ensure its accuracy and completeness. In order to maintain the integrity of your information, please make sure we are aware of any changes as soon as possible.

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Dog Profile

Name	
Breed	
Age/DOB	
Male/Female	
Spayed/Neutered	
Microchipped/Microchip #	
Colouring	
Distinguishing Features	
Favourite toys/games	
Treat Policy	
Allergies/Restricted Foods	
Major Medical Conditions (past or present)	
Medications (name, dosage, frequency)	
Any restricted exercises by veterinarian	
Any limited or impaired sensory functions (ex. Hearing)	

Representations About Your Dog (please check all that apply)

- The dog is current on rabies/vaccinations required by the Province of Ontario
- The dog is in good health
- The dog is friendly toward adults
- The dog is friendly toward children
- The dog is friendly toward other dogs
- The dog is not nursing puppies
- The dog is not a trained a guard dog

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Representations About Behaviour

Please outline any behavioural concerns, characteristics or issues (ex. resource guarding, noise phobias, storm phobias, separation anxiety, leash reactivity, leash frustration, obsessive behaviours, etc.) Please be as honest as possible as the more information we have the more safely we can plan your dog's Crate Escape experience.

Please outline any current training including verbal commands used/hand signals understood. Please be assured that The Crate Escape Peterborough strictly supports positive reinforcement training and will happily oblige to continue current training as relevant to the walk. Methods that do not fall in line with positive reinforcement techniques will not be used to ensure the safety of your dog and your walker.

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Fees and Services

Length of Visit	15 Min	30 Min	45 Min	1 Hour
Single Dog	\$12	\$21	\$25	\$30
Weekly Rate (5 visits)	N/A	\$85	\$110	\$135
Additional Dog (per household)	\$5/additional dog			
Premium for Weekends/Services before 9am and after 5pm	\$5/visit			
Premium for Statutory Holidays	\$10/visit			

There is no walking on Statutory holidays, unless booked by client at least 2 weeks in advance. Non statutory holidays will be scheduled as per usual unless notified by client. Holiday/weekend/morning/evening services must be booked with ample notice. Walks regular normal service hours are dependent on walker availability.

In cases of dangerous weather, walks may be cancelled across the board to ensure walker and dog safety. Please ensure you have emergency options should The Crate Escape Peterborough be unable to visit your dog. In the case of dangerous weather alerts, we will attempt to notify clients by 8am the day of cancelation.

In cases of walker sickness, an emergency walker will be scheduled to visit your dog. In some cases, visits may be shortened to accommodate emergency scheduling. In very rare cases, walks may be cancelled if no emergency walker is available. Notice of these arrangements will be given as soon as possible.

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Services Requested

Please indicate day and time frame you would like to schedule the visits. While we do our best to be prompt, we cannot guarantee that we will be precisely on time. Due to the nature of working with dogs, days often run late! Should we be over an hour outside of scheduled time, we will contact you to let you know.

Requested Weekly Schedule						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Visits include:

- Filling water and food dishes as instructed by the owner
- Letting outside to ensure bowel and/or bladder is relieved
- Providing attentive companionship customized for each dog
- A leashed walk
- Clean returns: wiping paws/coat as required (owner to provide towel)
- Daily, personalized report to owner via diary or text

Please let us know if you require additional services for your dog. Services are included in the amount of time booked and this may effect the overall time your dog has on a leashed walk.

Safety During Walks

The Crate Escape Peterborough understands the importance of careful socialization of dogs, but does not believe that this can be done properly on leash. While we may have a relationship with your dog and an understanding of his/her personality, we cannot guarantee the actions of dogs we come across on walks. Due to this, The Crate Escape Peterborough will not encourage leashed socialization/meeting other dogs while walking for the overall safety and enjoyment of the visit.

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Dog Walking Contract

The parties to this contract and agreement are:

Full Legal Name(s): _____

(Hereafter referred to as “the Owner”)

AND

Charlotte Doyle o/a “The Crate Escape”

(Hereinafter referred to as “the Walker”)

Whereas the Owner wishes to engage the Walker and the Walker agrees to undertake the services under the terms and provisions defined in this Dog Walking Contract as well as the Client Profile which shall all become part of this Contract. Any reference to dogs or pets in this contract shall refer to those specified on the Client Profile sheets.

1. Relationship and Responsibilities

- 1.1 It is expressly understood that the Owner retains the services of the Walker as an Independent Contractor and not as an employee. The Walker shall be responsible for his/her insurance and all statutory declarations and payments with regard to income tax and VAT (value added tax) where applicable.
- 1.2 The walker undertakes to perform the agreed upon services in an attentive, reliable and caring manner and the Owner undertakes to provide all necessary information to assist in this performance.
- 1.3 The Walker agrees to provide all services in a kind, humane, reliable and trustworthy manner. The Walker will commit to a positive reinforcement approach, without any use whatsoever of aversive methods. The Owner agrees to notify the Walker of any concerns within 24 hours of their return.

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- 1.4 The Owner is responsible for supplying the necessary equipment to perform services requested. This includes properly-fitted flat collars with identification tag, harnesses, leashes, basket muzzles (if required) and weather appropriate clothing in good repair. Extendable "Flexi" leashes, prong collars, choke chain collars, static and/or shock collars, citronella collars, and other aversive equipment will not be used by The Crate Escape at any time or under any circumstance. Failure to provide appropriate items will prohibit the walk from occurring.
- 1.5 In the case of emergency, inclement weather or natural disaster the Owner authorizes the Walker to use their reasonable judgement for the care and well being of the Owner's pet(s) and/or house.
- 1.6 The Walker will supply appropriate waste bags and will duly remove the dog's feces from all public places.
- 1.7 The Walker reserves the right to walk other compatible dogs at the same time but undertakes to limit the number of dogs walked with one person to 5 (five).
- 1.8 The Owner will ensure the dog has been fully vaccinated against Rabies and will maintain this vaccination as current during the Term of this Agreement. The Owner understands that certain diseases, such as Bordetella (kennel cough), are not vaccine preventable and could be contracted through no fault of the Walker.
- 1.9 It is expressly understood that the Walker is not a dog trainer and positive training methods relative to dog walking and visits will be limited in scope and are not intended to address behaviour.
The Walker shall not be obliged to perform any other duties except those specified on the Client Profile sheet.
The Owner gives the Walker authorization to enter the above listed address as needed to perform the necessary services and authorizes this contract to be valid approval for services.
- 1.10 The Owner and the Walker mutually agree to provide the other party with a minimum of two weeks notice for forthcoming vacation periods during which time dog walking will not occur.

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2. Independent Contractors

- 2.1 The Walker may assign another Walker to the dog depending on geographical location, best fit, scheduling purposes, or illness. All Walkers are insured and bonded and protected by this Contract.
- 2.2 Should a Walker through The Crate Escape Peterborough be unable to provide a service, The Crate Escape Peterborough may recommend another approved company. In this instance, the Walker will introduce the Owner and the dog to the substitute individual.
- 2.3 The Walker will endeavour to be consistent in providing service, and the Owner grants permission for last minute Walker changes to occur should inclement weather or illness prevent usual visits.
- 2.4 The Walker agrees to transition any new Walker with an introduction to the Owner (if desired) and dog (through a walk) should schedules change and Walkers be reassigned.

3. Compensation

- 3.1 The Owner shall select the desired services as part of the Client Profile. Arrangement of services can be agreed to on a weekly or as needed basis and adjusted based on the needs of the Owner and availability of the Walker. All arranged services will be agreed to by email or phone call or text.
- 3.2 All fees for services performed are as outlined in the Client Profile and are subject to change with reasonable notice in writing.
- 3.3 Payment for services rendered as disclosed in the Client Profile are required at the end of each walk or by Friday if a weekly schedule is arranged and must include any additional fees or charges. The Owner will receive an invoice reflecting amount previous paid or currently owing each Thursday to reflect services rendered Sunday-Saturday. The Owner authorizes this signed contract to be valid approval for future services of any purpose provided by this contract permitting the Walker to accept telephone or email or text reservations for service and enter premises without any additional signed contracts or written authorization.

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- 3.4 The Walker shall levy a fee of \$25.00 for any and each cheque returned for non-sufficient funds. In the event two cheques are returned for non-sufficient funds, the Owner will agree to pay for subsequent services weekly in advance in cash or the Walker can choose to terminate the contract immediately.
- 3.5 Unless otherwise arranged, should fees remain outstanding for 2 weeks (2 billing periods), an email reminder will be sent. Should fees not be paid within 48 hours of notification, the Walker can temporarily put services on hold until payment is collected. The Owner understands this contract and takes responsibility for prompt payment of fees.
- 3.6 Interac email transfer (preferred), cash or cheque are acceptable methods of payment. Interac email transfers may be sent to info@thecrateescapeptbo.com and cheques may be written out to The Crate Escape.

4. Duration

- 4.1 This Dog Walking Contract shall come into effect on the ____ day of _____ 20__ and shall:
Terminate on the ____ day of _____ 20__.
OR
- 4.2 Terminate when either party gives 7 (seven) days written notice of termination. (Email is an acceptable mode of written authorization).

5. Cancellation or Early Termination

- 5.1 Either party may terminate this Dog Walking Contract with a minimum of 24 (twenty four) hours prior to the first scheduled visit without incurring penalties or damages.
- 5.2 Cancellation by the Owner of scheduled walks with less than 24 hours notice can be charged at the full rate or rescheduled at the discretion of the Walker.

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- 5.3 Where the Walker as sole proprietor needs to cancel a scheduled walk due to unforeseen circumstances, s/he may appoint a substitute Walker with written notice given to the Owner (email or text are acceptable modes of written authorization.) In an emergency circumstance, notice may be given via telephone.
- 5.4 Should any dog become aggressive or dangerous, the Walker may terminate this Dog Walking Contract with immediate effect.

Inclement Weather Policy

In the best interest of both the Owner's dog and the Walker, walks will not be occurring if the temperature is below -35 degrees Celsius (inclusive of wind chill) or above 35 degrees Celsius (inclusive of humidex) or during weather conditions where high winds, heavy snow, heavy rain or thunder and lightening prevent normal walking conditions. In the event of inclement weather, the dog will be given an outdoor break at the Owner's place of residence and then the duration of the time will be spent socializing indoors. Environment Canada warnings will serve as a basis for action required.

6. Liability

- 6.1 The Walker will carry liability insurance relative to the services performed for the Owner.
- 6.2 The Walker accepts no liability for any breach of security or loss of or damage to the Owner's property if any other person has access to the property during the time of this agreement.
- 6.3 The Walker shall not be liable for any mishap of whatsoever nature that may befall a dog or caused by a dog who has unsupervised access to the outdoors.
- 6.4 The Owner acknowledges that their dog will never be let off leash for any reason, except for any medical emergency or while in or on the Owner's premises provided such premises are adequately secured with appropriate barriers to prevent escape.

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6.5 The Owner hereby acknowledges that they voluntarily have agreed to pay for dog walking services and socialization of their dog as outlined in the Client Profile and understand that the act of walking their dog and any socialization with other people or animals involves risks of injury to other people, their dog, and other dogs, which risks are entirely the Owner's responsibility. The Owner expressly assumes all these risks and further expressly agrees to be solely responsible for any injuries incurred by their dog(s). The Owner further understands that dogs, irrespective of their training and usual past behaviour or characteristics, may act or react unpredictably at times based upon instinct or circumstances, and agrees to assume the risk of injury to their dog. Additional risks include, but are not limited to: dog diseases, dog fights, dog bites and injuries to humans and other dogs; dog escape over and under fences; vegetation which may have burrs or seeds that could become tangled in a dog's coat or lodge in a dog's feet, ears, nose, or eyes; mosquitoes, ticks, wasps, fleas or other insects may be present; wild animals such as skunks, raccoons, porcupines, or stray dogs or cats could be present, all of which might injure or infect their dog. The Owner understands and expressly assumes all additional risks. By signing this Agreement, in consideration of all dog walking sessions or socialization that their dog may participate in, the Owner hereby and fully and forever releases and discharges Charlotte Doyle operating as The Crate Escape in Peterborough, Ontario from any and all claims, demands, damages, rights of action, or causes of action present or future, whether the same be known or unknown, anticipated or unanticipated, resulting from or arising out of intended use of said dog walking and socialization services. The Owner fully and forever releases and discharges Charlotte Doyle operating as The Crate Escape in Peterborough, Ontario from any and all negligent acts and omissions in the same, and intends to be legally bound by this agreement. The Owner has carefully read this release of liability and understands and fully agrees with its contents.

6.6 The Owner acknowledges that if a bite occurs as a result of their dog, regardless of the victim, the Walker is responsible for reporting such event to the authorities.

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7. Indemnification

The parties agree to indemnify and hold harmless each other as well as respective employees, contractors, successors and assigns from any and all claims arising from either party's willful or negligent conduct.

8. Emergencies

- 8.1 In the event of an emergency, the Walker shall contact the Owner at the numbers provided to confirm the Owner's choice of action. If the Owner cannot be reached timeously, the Walker is authorized to:
- 8.1.1. Transport the dog(s) to the listed veterinarian
 - 8.1.2. Request on-site treatment from a veterinarian
 - 8.1.3. Transport the dog(s) to an emergency clinic if the previous two options are not feasible.

9. Security

The Walker warrants to keep safe and confidential all keys, remote control entry devices, access codes and personal information of the Owner and to return same to the Owner at the end of the contract period or immediately upon demand.

10. Relaxation of Terms

No relaxation, indulgence, waiver or release by any party of any of the rights in terms of this agreement on one occasion shall prevent the subsequent enforcement of such rights and shall not be deemed to be a waiver of any subsequent breach of any of the terms.

11. Whole Agreement

This Dog Walking Contract constitutes the sole and entire agreement between the parties with regard to the subject matter hereof and the parties waive the right to rely on any alleged, expressed or implied provision not contained therein. Any alteration to this agreement must be in writing and signed by both parties.

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12. Assignment

No party may assign any of its rights or delegate or assign any of its obligations in terms of this Dog Walking Contract without the prior written consent of the other party, except where otherwise stated.

13. Binding Effect

The terms of this Contract shall be binding upon and accrue to the benefit and be enforceable by either party's successors, legal representatives and assigns.

14. Governing Law

This Contract and Agreement shall be construed, interpreted and governed in accordance with the laws of the Province of Ontario and should any provision of this Contract be judged by an appropriate court as invalid, it shall not affect any of the remaining provisions whatsoever.

15. General

15.1. The parties agree that any of all parts of this agreement may be submitted to the other party in legible and recordable electronic form and upon acknowledgement of receipt by the receiving party shall become valid parts of the agreement.

15.2. Paragraph headings are for convenience of reference and are not intended to have any effect in the interpretation or determining of rights or obligations under this agreement.

15.3. Where appropriate words signifying one gender shall include the other and words signifying the singular shall include the plural and vice versa.

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16. Authorization

Signed at _____ on this ___ day of _____, 2017 by the Owner who warrants his/her authority to enter into this agreement.

Owner's Signature: _____

Signed at _____ on this ___ day of _____, 2017 by the Walker who warrants his/her authority to enter into this agreement.

Walker's Signature: _____, on behalf of Charlotte Doyle o/a "The Crate Escape Peterborough"

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