

Highland Hounds Service Agreement & Client Policies

At Highland Hounds, we operate to a high standard of care, structure, and professionalism. Our services are designed to provide not just exercise, but safe, consistent, and well-managed experiences that support each dog's wellbeing and behaviour. To maintain this standard across all clients, the following policies are in place. These are non-negotiable and form part of your agreement when engaging our services.

1. Access to Property

Clients must provide safe, clear, and reliable access to their property at the agreed service times. This may include keys, lockbox, or access codes.

All instructions must be accurate and kept up to date. If access is not possible at the scheduled time, the service will be forfeited and charged in full.

Dogs must be securely contained and safe for handler entry on arrival.

2. Payment Terms

All services are to be paid in advance unless otherwise agreed.

Recurring bookings are invoiced weekly. One-off bookings must be paid prior to the scheduled service.

Late payments may result in suspension of services until the account is up to date.

3. Cancellations & Schedule Changes

A minimum of 48 hours notice is required for any cancellations or changes.

Cancellations within 48 hours will be charged in full, as the time has been reserved and cannot be reallocated.

Due to the structured nature of our scheduling, last-minute changes are not always able to be accommodated.

4. Weather & Environmental Conditions

The safety and wellbeing of all dogs is always prioritised.

In cases of extreme heat, storms, or unsafe conditions, services may be modified. This can include shorter walks, altered locations, enrichment-based visits, or rescheduling.

All decisions are made at our discretion based on real-time conditions and do not warrant refunds.

5. Health & Behaviour Disclosure

Clients must disclose all relevant information regarding their dog, including medical conditions, injuries, behavioural tendencies, reactivity, or bite history.

Dogs must be up to date with vaccinations, parasite prevention, and physically suitable for the services booked.

Failure to disclose critical information may result in immediate suspension of services if safety is compromised.

6. Equipment Requirements

Clients are responsible for providing secure, well-fitted, and appropriate equipment.

Highland Hounds reserves the right to refuse use of unsafe or unsuitable equipment and may require specific handling tools to ensure safe and controlled outings.

7. Pack Walk Placement

Pack walks are structured environments and not all dogs are suitable.

Placement is determined based on temperament, behaviour, and group compatibility.

Highland Hounds reserves the right to remove or decline participation if a dog is not an appropriate fit for group settings.

8. Training & Behaviour Progression Disclaimer

Highland Hounds applies professional handling, structured exposure, and proven methods to support each dog's behavioural development.

However, meaningful and lasting results rely on consistency beyond our sessions.

Clients are responsible for implementing the guidance, structure, and expectations provided.

Without this follow-through, progress will be limited.

Highland Hounds cannot be held responsible for lack of results where client compliance is not maintained.

9. Safety & Emergency Care

In the event of illness or injury, we will make reasonable efforts to contact the owner immediately.

If the owner is unavailable, Highland Hounds reserves the right to seek veterinary treatment on your behalf. All associated costs are the responsibility of the owner. Vets may not provide

medical intervention without owner consent prior even in an emergency, it is best to alert your vet prior to have us as authority for emergency treatment.

10. Liability

While all reasonable care is taken, Highland Hounds is not liable for injury, illness, loss, or damage outside of our control.

This includes pre-existing conditions, unpredictable animal behaviour, and environmental factors.

11. Media Consent

Photos and videos may be taken during services for marketing and social media.

If you do not wish for your dog to be featured, this must be advised in writing prior to services commencing.

12. Service Time Windows

All services are completed within designated time windows rather than exact arrival times.

While we aim to maintain consistency, timing may vary due to traffic, weather conditions, and daily scheduling.

By booking with Highland Hounds, clients agree to this flexibility.

13. Service Termination

Highland Hounds reserves the right to decline or terminate services at any time if policies are not followed, if a situation is deemed unsafe or unsuitable, or if a dog is not an appropriate fit for the service provided.

Where possible, notice will be given, however immediate termination may occur if safety or wellbeing is at risk.

Agreement & Acceptance

By proceeding with a booking, you acknowledge that you have read, understood, and agree to all Highland Hounds policies outlined above.

A completed and signed Service Agreement is required prior to the commencement of any services.

This will be issued and signed electronically via PetBoost.

Services will not commence until this agreement has been completed.