



Mick's Mutts Dog Walking Services Access to home

As your trusted dog walker, it is essential that I have reliable access to your home to ensure the care and well-being of your pet for scheduled walks. To make sure walks go smoothly, the following policy applies to access to your home:

1. Key or Access Information

Clients are responsible for providing a working method of access to their home, which may include:

- A key to the property.
- Keyless entry codes (e.g., door or garage codes).
- Access through a designated person (e.g., concierge or family member).

All keys or access codes will be securely stored and used only for the purposes of dog walking. Any changes to access methods (such as changing locks, codes, or contact details of the person providing access) must be communicated to me at least 24 hours before the next scheduled walk.

2. Inability to Access the Property

If I am unable to access your home due to reasons beyond their control (e.g., locks changed without notice, malfunctioning keyless entry systems, blocked entry, or failure of designated individuals to provide access), the following will apply:

- The scheduled walk will still be charged at the full rate.
- I will make reasonable efforts to contact you or any emergency contact to resolve the access issue. If access cannot be gained within 30 minutes of the scheduled walk time, the walk will be considered cancelled and chargeable.

3. Client Responsibilities

It is your responsibility to ensure that access to the home is available during the mutually agreed time for dog walking. This includes:

- Providing accurate keys, codes, or contact details for entry.
- Ensuring that all gates, doors, and security systems are functioning properly.
- Communicating any changes to access information as soon as possible.

4. Emergency Situations

If access cannot be gained and I believe the pet's well-being may be at risk (e.g. if a pet is locked inside for an extended period), I may take reasonable steps to address the situation, such as contacting an emergency contact or animal services, if necessary. Any additional costs incurred as a result of such actions will be deemed to be your responsibility.



5. Cancellation or Rescheduling Due to Access Issues

If access issues arise, you must inform me at least 24 hours in advance to reschedule or cancel without a fee. Insufficient notice may lead to a charge for the walk.