



Welcome to Joey's Happy Paws

Loving, reliable care for your pets — just like family

Dear Pet Lover,

A very warm welcome to **Joey's Happy Paws**.

What began as a small part-time venture, driven purely by a love for animals, has grown into a full-time passion and purpose. After many years of fostering both cats and dogs for local animal charities, I made the decision to dedicate myself fully to animal care — and in 2018, Joey's Happy Paws was born.

Since then, I've been incredibly fortunate to build a wonderful community of pets and their owners across Newbury, Thatcham, Cold Ash, and Hermitage. Every walk, home visit, and wagging tail is a reminder of why I started this journey — to provide loving, reliable, and personal care for every animal, treating them as if they were my own.

Over time, Joey's Happy Paws has grown not just in size, but in spirit. Today, it is proudly a **family-run business**, with my partner Andrew and our daughter Sophia playing an important role in the Happy Paws family. Together, we share the same passion for animals and the same commitment to delivering a caring, trustworthy service that our clients can rely on. Whether it's helping with walks, home visits, or simply providing plenty of cuddles and affection, their love for animals shines through in everything we do.

Alongside our walking and home visit services, we also offer **house sitting**, with full **DBS checks and liability insurance** in place for your complete peace of mind. We are also excited to be progressing towards becoming a **licensed dog boarding provider**, offering a safe, comfortable, and loving home-from-home environment for your dogs while you are away. Our aim is always to ensure that every pet feels relaxed, secure, and cared for — just as they would in their own home.

From energetic dog walks and attentive home visits to overnight care and boarding, we pride ourselves on delivering a **friendly, professional, and dependable service** that gives owners complete peace of mind.

Over the years, I've had the pleasure of caring for a wide variety of animals — from guinea pigs, hamsters, cats, and fish to spiders, stick insects, and even the occasional

chicken! Each one has brought its own personality and joy to the Joey's Happy Paws family.

I truly look forward to meeting you and your wonderful pets soon.

DBS Checked | Fully Insured | Licensed Boarding (Pending)

Warmest wishes,

Jo & Andrew

MEET THE TEAM

Jo



Andrew



Sophia



Pet / House Sitting Booking Form



Owner Details

OWNERS NAME-

ADDRESS -EMAIL

ADDRESS-

PHONE NUMBER-

PET DETAILS

NAME OF PET-

AGE-

NEUTERED- YES/NO

MEDICAL CONDITIONS?-

ALLERGIES- YES/NO-

DETAILS OF VET PRACTICE- NAME-

ADDRESS-

NUMBER-

WALKING DETAILS

IS YOUR DOG ALLOWED OFF LEAD?-

IS YOUR DOG SOCIABLE WITH OTHER DOGS?-

IS YOUR DOG OKAY IN THE CAR?-

DOGS FAVOURITE WALKING PLACE?-

GENERAL INFORMATION AND ROUTINES

FOOD

Food Amount-

Feeding Time-

Where they eat?-

SLEEP

What time?-

Where?-

WALKING

How many times a day?-

How long?-

TOILETING

Housetrained?-

Routine in morning/evening?-

How do they let you know?-

Is your dog allowed on furniture? - YES/NO

Has your dog got a favourite toy/game?-

Bin Day?-

WIFI?-

MEDIA CONSENT

Do you consent for photos to be taken of your dog? – YES/NO

Can these photos be posted online? YES/NO

-If yes...

Can we name the dog in these photos? – YES/NO

NOTES AND EXTRAS

CLIENTS TO READ

Happy Paws wants to ensure that clients are 100% happy with the policies which have been sent to *you* before the consultation.

Payment is expected on the day of the service. If payment is not received by the end of the day, this will be chased. Failure to pay in this timescale will result in Pooch & Pillow will no longer providing a service for your pet.

The deposit for the stay is non refundable and expected to be paid after the consultation and confirmation is made from both parties.

If you are happy with the consultation, policies and all the information provided then please sign below and I look forward to caring and walking your dog.

Client Name

Agent Name-

Signature

Signature-

Date-

Date-



Veterinary release form

Owner's Full Names:

Physical Address:

Telephone Number 1:

Telephone Number 2:

TO WHOM IT MAY CONCERN

I hereby authorise the attending veterinarian to treat any of my pets as listed on the Pet Information sheet and I accept full responsibility for all fees and charges incurred in the treatment of any of my pets.

The Pet Sitter is authorised to transport my pet(s) to and from the veterinary clinic for treatment or to request "on-site" treatment if deemed necessary. If I cannot be reached in case of an emergency, the Walker shall act on my behalf to authorise any treatment excluding euthanasia.

Pet Sitter Full Name: Joanne Stock & Andrew Hulbert

Owner's Signature: _____

Joey's Happy Paws – Terms & Conditions

Payment Terms

A **50% deposit** is required at the time of booking confirmation, with the remaining **50% balance due upon completion** of the scheduled service.

Payment is **preferred by bank transfer** using the details below:

Account Name: Andre Hulbert

Sort Code: 60-84-07

Account Number: 78646923

Failure to make payment in accordance with these terms may result in the **cancellation of services**. Joey's Happy Paws reserves the right to **amend service fees and payment terms** with prior notice.

Cancellations

Cancellations made **within 14 days** of the scheduled booking will result in the **loss of the 20% deposit**.

Joey's Happy Paws reserves the right to cancel services in exceptional circumstances; in such cases, any payments made will be refunded in full.

Access & Property Care

By confirming a booking, the client agrees to provide **safe and secure access** to the property for the duration of the service.

Joey's Happy Paws will **respect your home at all times** and will endeavour to leave the property **clean, tidy, and in the same condition as found**.

If there are any **specific household requirements** (e.g. bedding arrangements, waste disposal, security procedures, or cleaning expectations), these must be clearly outlined in the **notes section of the client agreement** prior to the booking.

Pet Care & Welfare

All pets will be cared for with the **highest level of attention, compassion, and professionalism**.

Clients must provide **full and accurate information** regarding their pet's health, behaviour, dietary needs, and any special requirements.

Joey's Happy Paws reserves the right to seek **veterinary treatment** if deemed necessary for the welfare of the pet. Any associated costs will be the responsibility of the client.

Emergency & Contact Details

Clients must provide **up-to-date emergency contact details**, including a preferred veterinary practice.

In the event of an emergency, Joey's Happy Paws will make every effort to contact the owner or emergency contact before taking action.

Security & Liability

Joey's Happy Paws will take all reasonable precautions to ensure the **security of your home and pets**.

However, Joey's Happy Paws cannot be held liable for:

- Pre-existing issues within the property
- Unforeseen incidents such as burglary, damage, or accidents beyond reasonable control
- Pets escaping due to faulty fencing or unsecured property areas

Clients are responsible for ensuring their property is **safe, secure, and suitable** for pet sitting.

Insurance

Joey's Happy Paws holds appropriate **public liability insurance** for the services provided.

A **copy of the Joey's Happy Paws liability insurance certificate is included within this welcome pack** for your reference.

Keys & Access Devices

Any keys, alarm codes, or access devices provided will be handled with **strict confidentiality** and returned as agreed.

General

Joey's Happy Paws reserves the right to **refuse or terminate services** if a pet is deemed unsafe, aggressive, or if working conditions are unsuitable. 1 day is a 24hr period.

By confirming a booking, the client agrees to all terms outlined above.

Start Date & Time of House Stay _____

End Date & Time of House Stay _____

Total days _____

Cost Per Day _____

20% Deposit _____ Final 80% on Completion _____ -

Client Signature _____

Date _____



000954
JOANNE STOCK
20 TROUT WALK
NEWBURY
UNITED KINGDOM
RG14 2BL

0000027432000954010100

Basic Certificate

Page 1 of 2



Disclosure & Barring Service

DBS fee charged

Certificate Number

001256395290

DBS ID Number: P000BNX8UA8

Date of Issue:

11 AUGUST 2025

Applicant Personal Details

Surname: STOCK

Forename(s): JOANNE LISA

Other Names: BRITTON, JOANNE LISA

Date of Birth: 27 AUGUST 1978

Place of Birth: READING UNITED KINGDOM

Gender: FEMALE

Police Records of Convictions, Cautions, Reprimands and Warnings

NONE RECORDED

Basic Certificate

This document is a basic certificate within the meaning of section 112 of the Police Act 1997.

This section provides general information in the use and content of this certificate. For further detailed information see our website www.gov.uk/dbs



0000027416000121010100

000121
ANDREW HULBERT
47 BRAEMORE CLOSE
THATCHAM
UNITED KINGDOM
RG19 3XP

Basic Certificate

Page 1 of 2



Disclosure &
Barring Service

DBS fee charged

Certificate Number

001256391311

DBS ID Number: P0004IXW4Q2

Date of Issue:

10 AUGUST 2025

Applicant Personal Details

Surname: HULBERT

Forename(s): ANDREW JAMES

Other Names: NONE DECLARED

Date of Birth: 21 SEPTEMBER 1977

Place of Birth: READING UNITED KINGDOM

Gender: MALE

Police Records of Convictions, Cautions, Reprimands and Warnings

NONE RECORDED

Basic Certificate

This document is a basic certificate within the meaning of section 112 of the Police Act 1997.

This section provides general information in the use and content of this certificate. For further detailed information see our website www.gov.uk/dbs

Schedule



Pet Business Insurance

Want to contact us?

Protectivity
Dovetail House
Wycombe Road
Stokenchurch
Bucks
HP14 3RQ

Tel: 01494 887909

Email: sales@protectivity.com

Date of issue:
27/01/2026

Date/time of purchase:
27/01/2026 14:26

Joanne Stock
20 Trout Walk
Newbury
Berkshire
RG14 2BL
United Kingdom

This is your insurance schedule from Protectivity, thank you for purchasing your insurance from us. This document is a summary of the details you have given us and should be read in conjunction with the wording. Please check carefully and contact us immediately if there are any discrepancies. We recommend that you keep this document safe for future reference.

Policy Details			
Policy Number:	444900330225		
Binding Authority:	This insurance is written by Protectivity (Dovetail House, Wycombe Rd, Stokenchurch, Bucks, HP14 3RQ) under contract number B0334SC3342025377		
Wording:	CAN-A 1024 - WORDING - SCD		
Insured:	Joeys Happy Paws		
Equipment Address:	20 Trout Walk Newbury Berkshire RG14 2BL United Kingdom		
Business:	Dog Walking, Pet Home Boarding		
Included Business Activities:	Pet Care Services Dog Walking (For walking up to six dogs) Dog and Cat Grooming (Includes Hand Scissoring, Clipping, Wash and Blow Dry, Hand Stripping, De-Shedding, Nail Cutting, Ear Plucking & Cleaning, Anal Gland Expression) & (EMMI) Tooth Brushing Dog Hydrotherapy Dog Training Pet Behaviourist Pet Home Boarding Pet Microchipping Pet Minding Pet Sitting Pet Taxi Pet Transportation		
Period of Insurance:	From:	27/01/2026	To: 26/01/2027
	Both dates inclusive local standard time at the Insured's address stated above.		
Jurisdiction:	United Kingdom		

Liability Section - Underwritten by AXA XL Insurance Company UK Limited	
Public Liability Sub-Section:	Included

Limit of Liability:	£1,000,000	any one Occurrence
	Subject to the following sub-limits which shall be part of and not in addition to the above limit:	
	£250,000	any one Occurrence and in the aggregate in respect of the Data Protection Act 2018 extensions
	£100,000	any one Occurrence in respect of Care, custody or control of Animals / Non Negligent Animal Care
	£10,000	any one Occurrence and in the aggregate in respect of Care, custody or control of Keys/Alarms
	£1,000	any one Occurrence and in the aggregate in respect of Reimbursement of Travel Expenses
Excess:	£100	Applicable to Injury and Damage
	£50	Applicable to Care, custody or control of Animals / Non Negligent Animal Care & Reimbursement of Travel Expenses
	Nil	Applicable to Care, custody or control of Keys/Alarms
Defence Costs:	Included	
Occurrence Limit:	Combined	
Business Premises:	The Business is carried on from premises in the following territories and no others for the purposes of this Section: United Kingdom	
Product Liability Sub-Section:	Included	
Limit of Liability:	£1,000,000	any one Occurrence and in the aggregate
Excess:	£100	Applicable to Injury and Damage
Defence Costs:	Included	
Occurrence Limit:	Combined	
Products sold in or supplied to:	United Kingdom	
Employers Liability Sub-Section	Not Included	
Limit of Liability	Nil	any one Occurrence
	Subject to the following sub-limits which shall be part of and not in addition to the above limit:	
	Nil	any one Occurrence in respect of Terrorism
	Nil	any one Occurrence in respect of Asbestos
Excess:	Nil	Applicable to Injury and Damage
Defence Costs:	Nil	
Occurrence Limit:	Nil	
Professional Indemnity Sub-Section:	Not Included	
Limit of Liability:	Nil	any one Occurrence and in the aggregate
	Subject to the following sub-limits which shall be part of and not in addition to the above limit:	
	Nil	any one Occurrence and in the aggregate in respect of Breach of Confidentiality
	Nil	any one Occurrence and in the aggregate in respect of Breach of Copyright
	Nil	any one Occurrence and in the aggregate in respect of Libel and Slander
Excess:	Nil	Applicable to Defence Costs
Defence Costs:	Nil	
Occurrence Limit:	Nil	
Retroactive Date:	27/01/2026	

Material Damage Section - Underwritten by AXA XL Insurance Company UK Limited

Business Equipment:	Included				
Sum Insured:	£250	Per Item Limit:	£250	Excess:	£75
Money:	Included				
Sum Insured:	£1,000			Excess:	£0

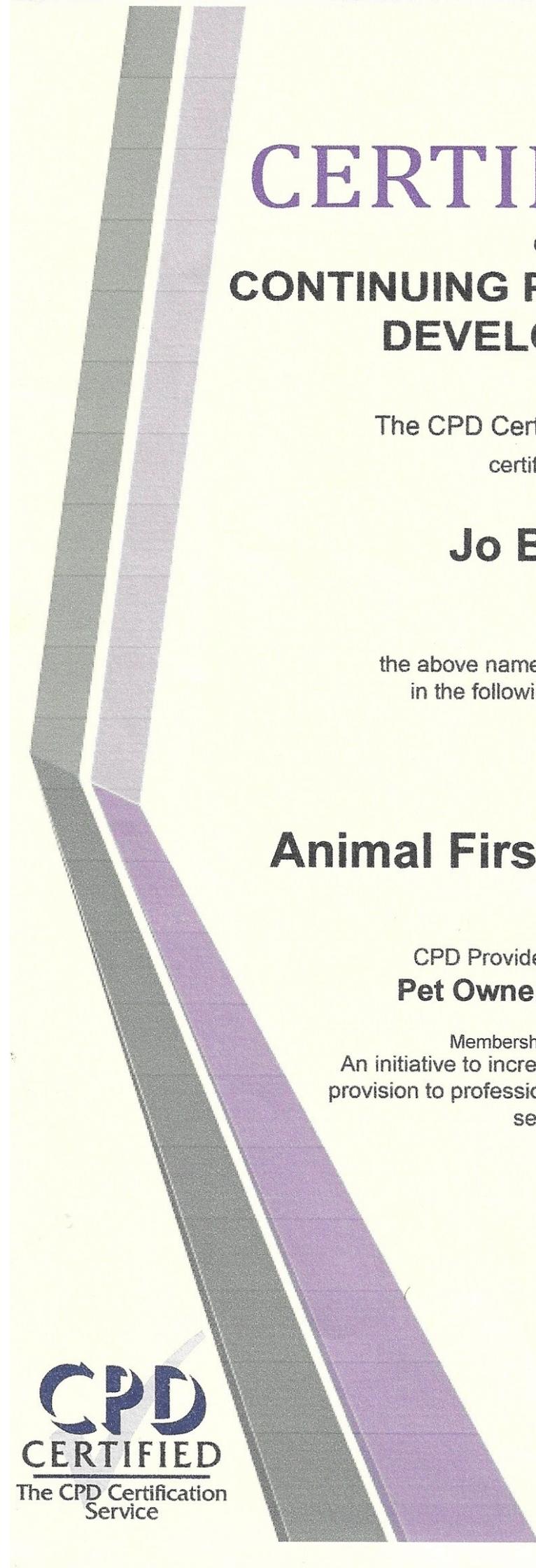
Legal Expenses Section	
Legal Expenses	Not Included

Purchase Information	Ex. IPT	IPT	Total
Initial Purchase			
Premium	£60.48	£7.26	£67.74
Policy Fee	£9.00	£0.00	£9.00
Total	£69.48	£7.26	£76.74

Notification of Claims and Circumstances	
For all sections except Legal Expenses:	<p>Woodgate & Clark Limited, 42 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4AJ</p> <p>Email: petbusiness@woodgate-clark.co.uk Tel: +44 (0) 1732 520273</p>

Endorsements	
Extensions Subject to all other terms and conditions of this policy, cover is extended as follows:	[none]
Additional Exclusions Cover under all individual policy Sections is subject to the following additional exclusions. This policy does not apply to or include cover for or arising out of or relating to:	[none]
Additional Conditions Cover under all individual policy Sub-Sections is subject to the following additional conditions:	[none] In the event of breach of the above Additional Condition(s), We shall have no liability under this policy, unless You show that non-compliance with this condition could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred.

Authorisation	
Signed by:	 Andy Brownsell Director Protectivity Protectivity is a trading name of Starpeak Insurance Solutions Ltd.
Date:	27/01/2026



CERTIFICATE

OF

CONTINUING PROFESSIONAL DEVELOPMENT

The CPD Certification Service
certifies that

Jo Britton

the above named has participated
in the following CPD activity

Animal First Aid Course

CPD Provider Organisation
Pet Owners First Aid

Membership No: 11720
An initiative to increase standards of CPD
provision to professionals in relevant market
sectors

Date of CPD Activity: **18th October 2025**

No. CPD Hours / Points: **6 Hours**

CERTIFICATE

OF

CONTINUING PROFESSIONAL DEVELOPMENT

The CPD Certification Service
certifies that

Andrew Hulbert

the above named has participated
in the following CPD activity

Animal First Aid Course

CPD Provider Organisation
Pet Owners First Aid

Membership No:11720
An initiative to increase standards of CPD
provision to professionals in relevant market
sectors

Date of CPD Activity: **18th October 2025**

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