



## Dog Walking and Care

### Terms & Conditions (October 2024)

1 Valley View Trebursye Launceston PL15 7ET

Telephone: 0754 7156 160

Email: [dogwalkerandcare@gmail.com](mailto:dogwalkerandcare@gmail.com)

Website: [www.dogwalkingwithcare.com](http://www.dogwalkingwithcare.com)

#### Version Date

October 2024

Check In Time

- 8.30 – 9 am

Check Out Time

- 5 pm

Bespoke Arrangements

Later or earlier times by arrangement and at an additional fee

#### Payment Arrangements

- All fees are charged by the night and Day Stays, early check outs are non-refundable
- Regular services to be paid in advance, at the start of each month with additional services as they are completed
- Home Boarding services require a non-returnable deposit at booking with the balance to be paid before commencement
- You must give at least **28 days' notice** to cancel the Home Boarding service to request a refund of the balance amount. Otherwise, the full – service fee will be charged
- You must give at least **72 hours' notice** to cancel the Walking or Walk and Stay service. Otherwise, the full-service fee will be charged
- Premium rates applied to Bank, Christmas & New Year Holiday dates & weekend services
- Unpaid fees for all services along with legal costs and interest will be recovered through the small claims' courts in accordance with best practice guidelines ([www.gov.uk/browse/tax/court-claims](http://www.gov.uk/browse/tax/court-claims))

## Terms of Agreement

- In accordance with Local Authority licencing conditions, I am unable to home board or walk certain breeds/cross breeds/wild hybrids registered under the Dangerous Dogs Act 1991
- We have chosen not to board American Bully, XL Bully and Pocket Bully breeds, including any dog that is suspected or crossed with these breeds, even if there is a Certificate of Exemption
- I reserve the right to refuse admission to any dog which, in my opinion, is a danger to humans and other dogs in my care.



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- You will inform and update me fully of any characteristics of the dog(s) which needs to be known for safe handling and their welfare. Should any dog(s) become aggressive, or I consider dangerous, I have the right to terminate services with immediate effect and will coordinate relocation of your dog(s). You will not be entitled to any refunds, and you will pay for any additional kennel fees incurred
- Any wrongful or misleading information given by you about your dog(s) behaviour or their health will constitute a breach of terms and be grounds for instant termination of services. I will coordinate relocation and treatment of your dog(s) and you will not be entitled to any refunds and will pay any additional kennel or veterinary fees incurred
- I am unable to walk or board any dog that is in season without prior agreement
- I am unable to board male dogs over 12 months who are entire/ chemically castrated without prior agreement and care plan
- Dog Walking with Care will not be liable if in the unlikely event your dog contracts any virus or illness during their stay
- You undertake to reimburse all costs for veterinary services and any damage caused by your dog(s)
- All dogs must have an up-to-date certificate or Titre Test as evidence they are fully vaccinated and protected from the following
  - Canine Parvovirus (a.k.a. parvo)
  - Distemper
  - Kennel Cough
  - Canine Infectious Hepatitis
  - Leptospirosis

**Vaccinations must be completed at least 14 days before the start of any services. Entry will be refused if vaccinations are not up to date.**

**If you are unsure of the requirements, please check with your veterinary surgeon at least 28 days prior to the start of any services.**

- I reserve the right to refuse admission to any dog which, in my opinion, is showing signs of ill health or being contagious. You will not be entitled to any refunds under this clause



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- Confirmation of completed worm flea & tick treatments is required. All dogs will be examined on arrival. Any signs of parasites (fleas, worms etc) will be treated with a veterinary approved product and a charge levied for this including the cost of completing an in-house treatment.

**Treatment cycles must be completed 14 days before the start of any services.**

- In an emergency I will endeavour to refer your dog(s) to their named vet for advice or treatment. If this is not practicable or possible, I will refer to my nominated/or nearest practice. You undertake to reimburse all expenses incurred under this clause
- You will supply an emergency contact who is able to take care of your dog in an emergency and who can be trusted to make decisions about veterinary services for your dog
- I will inform you of any incident or concern which I notice about your dog(s) welfare or behaviour
- I will keep the dog(s) on a lead whenever out of the house, unless explicit permission has been given. I will take care so far as is practicable that the dog is not a nuisance or danger to any person, other animals, or itself
- You will ensure there is straight forward access to collect and return the dog(s) from the agreed address at the agreed dates or give a key to the place where the dog(s) is kept. If I am unable to gain access into your property after making every reasonable effort you will still be charged the full fee for the service. If I am unable to return the dog to your property after making every reasonable effort you will be charged a Home Boarding fee until the dog is collected
- I will only use keys to collect and return the dog(s) and for no other purpose and will keep them safe, not let anyone else have them, nor copy them it and return them upon request.
- If no services are booked for 3 months you will need to arrange to collect any allocated keys
- I will collect and walk the dog(s) for an agreed time, on the agreed days from the dog's address
- I will pick up after the dog preventing fouling of public and private places
- You will supply suitable collars or harnesses and leads and when necessary, muzzles and coats
- No electric collars or collars fitted cameras are allowed, any brought in will be removed
- You will ensure your dog has an identity tag and microchip to meet legal requirements



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- As is required legally I will provide Home Boarders with an identity with Dog Walking with Care contact details
- I reserve the right to walk and board compatible dogs at the same time
- In extreme weather conditions, when it is unsafe to travel or walk, I will rearrange your services and aim to provide as much notice as possible
- In extreme personal circumstances when I need to rearrange a walking service, I will aim to give you at least **48 hrs notice**
- Regular walking services which fall on a Bank or National Holiday will be re arranged unless you wish to pay an additional fee. You will be given at least 1 months' notice of these changes.
- There is an annual fee review in December and all owners will be advised of any fee increases to be implemented for the following month, January. However, I reserve the right to change fees at any time.
- I reserve the right to re-home any animal not collected within 7 days of the booked departure date, if I have not had any contact from the owner or nominated contact
- All registration details are required to be updated as requested
- I reserve the right to amend terms and conditions at any time to meet regulatory and business needs