

# TERMS & CONDITIONS:

## Your Dogs

- 1.1 All dogs must be up to date with their annual vaccinations.
- 1.2 All dogs must be free from parasites, and kept up to date with flea and worming treatments (at least every 3 months, depending on the treatment used).
- 1.3 It is compulsory for all dogs to be microchipped under The 2016 Dog Microchipping Legislation, and we highly recommend that the owner's details are kept up to date.
- 1.4 It is a legal requirement, under The Control of Dogs Order 1992, that dogs wear a collar and tag with the owner's details. Tags are to state: surname, first line of address, postcode.
- 1.5 It is the owner's responsibility to regularly health check their dogs before being cared for by Happy Tails Dog Walking, and we advise that every dog is checked by a Veterinarian, at least every 12 months.
- 1.6 It is the owner's responsibility to inform and advise Happy Tails Dog Walking of any allergies, medical or behavioural problems which your dogs have or are experiencing. We are happy to administer medication, and monitor conditions, when required, but are unable to accept dogs showing any signs of infectious disease or infestation.
- 1.7 We will not use or recommend any aversive dog handling equipment (inclusive of shock, prong, 'choke chain', and spray collars) or training methods, under any circumstances.

## General

- 2.1 All dogs must be registered on Happy Tails Dog Walking's system, before a service can commence, with up to date details.
- 2.2 Happy Tails Dog Walking does not operate any agency fees, or registration fees.
- 2.3 Owners are entitled to 1 free consultation per year, or more, if a significant change occurs in the animal's requirements, or change of address. Any additional visits or consultations will incur a charge.
- 2.4 Happy Tails Dog Walking reserves the right to cut any Dog Walk short, if we feel that the safety of either your dog, or ourselves, is being compromised. The remaining duration can be spent at the home. We will provide feedback if we experience a problem, to try to resolve the difficulty.
- 2.5 You agree that if you instruct Happy Tails Dog Walking to exercise your dog off the lead you accept full liability for any loss or damage caused because of your dog being off the lead. If your dog attacks a person or a dog, or if he/she is involved in a fight with another dog/person causing any damage or injury you agree to be responsible for any losses incurred including payment of veterinary fees or any medical treatment required.
- 2.6 Happy Tails Dog Walking cannot take responsibility for potentially aggressive dogs, such as dogs used for hunting, guarding or security, or illegal dog breeds. This is both for our safety, and that of other animals. Our services are aimed at domestic, family pet animals.
- 2.7 Regular updates of your animal's progress are available, via email, Facebook message, or hand written note.
- 2.8 Homeowners must inform us of anyone else who may enter the property whilst we are caring for your animals, i.e., family, builders, cleaners, gardeners, etc.

## Fees & Payments

- 3.1 Payments must be made by bank transfer or cash.
- 3.2 All current services and fees are subject to change at any time, although will normally be subject to an annual review. This excludes services paid for in advance, unless otherwise stated.
- 3.3 Daily Home Visit and Dog Walk prices include a small contribution towards fuel costs and travel expenses. Supplementary travel fees apply to certain areas outside of our covered area.
- 3.4 All Public/Bank Holidays, including Good Friday, Easter Sunday, Easter Monday, Early Spring Bank Holiday, Spring Bank

Holiday, Summer Bank Holiday, Christmas Eve (24th December), Christmas Day (25th December), Boxing Day (26th December), Christmas Weekend Bank Holiday, New Year's Eve, and New Year's Day (1st January), are charged at double the standard service rate.

## Cancellation Policy

- 4.1 For Home Visits, Dog Walking, the following applies at the discretion of Happy Tails Dog Walking:
  - If 7 days or longer cancellation notice is provided, a cancellation fee will not be incurred.
  - If longer than 48 hours but less than 7 days cancellation notice is given, 50% of the full total must be paid.
  - If 48 hours or less notice is given before the service is due to start, the full total must be paid.

4.2 If owners wish to cancel a service as a result of an animal medical issue, the owner must ensure the animal sees a qualified Veterinarian within 48 hours of notifying us, for the welfare of that animal. We are required to record any illnesses, injuries, emergency Veterinary visits, and treatments, by either taking a copy of the Veterinary paperwork or a statement from your Veterinarian, confirming the diagnosis, which will also allow us to apply to recoup any loss of our earnings, as a result, on our insurance. If a Veterinary appointment is not booked, and a diagnosis not made, our standard cancellation policy applies.

## Insurance

- 5.1 It is the owner's responsibility to insure their dogs. All dogs, whilst in our care, are covered by our insurance, but we recommend that all owners take out their own pet insurance to cover injury or illnesses, as owners are responsible for the payment of any Veterinary bills. If Veterinary assistance is required, owners, or emergency contacts, will be informed.
- 5.2 It is the owner's responsibility to insure their own home, and belongings. Happy Tails Dog Walking holds no responsibility for the loss or damage to any personal items, including owner's home, garden, or any other property, pet food, medication, collars, leads, bowls, harnesses, bedding, toys, treats, etc. We will take care of all belongings, to the best of our ability, but all are left at your own risk.
- 5.3 Happy Tails Dog Walking is insured to hold keys, but holds no responsibility for the loss or damage of house keys. Owners must ensure that the key(s) and lock(s) are in fully working order before services commence. Additional fees may be incurred if this is not done. We will return house keys in person after the service has finished, at a mutually convenient date and time.
- 5.4 Happy Tails Dog Walking holds no liability or responsibility for the loss, illness, injury, or death for any animal in our care, or damage caused by the animal. Any additional fees, no matter how incurred, are the responsibility of the owner, to be paid in full. Any Veterinary fees are to be paid, in full, directly to the Veterinarian, or to Happy Tails Dog Walking.
- 5.5 Happy Tails Dog Walking cannot be held liable or responsible when anyone else is tending to your animals or property, or when we are not present.

## Emergencies

- 6.1 In the event of any emergency, the welfare and health of the animals in our care is paramount, and we will work with their interest in mind. Happy Tails Dog Walking reserves the right to make decisions regarding your dog's health provided it is at all times acting in the best interests of the dog and on the advice of a veterinary surgeon.
- 6.2 We will contact either our, or your Veterinarian, and arrange for any treatment, if required.
- 6.3 We will work to secure each client's home, upon leaving, in the safest manner.
- 6.4 We will make reasonable efforts to contact the owner, followed by the emergency contacts, who may be required to collect the animal(s).
- 6.5 We will alert the Dog Warden, should a dog become lost, whilst in our care.

Happy Tails Dog Walking

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