



Terms and Conditions - Dog Walking & Home Visits

1. Insurance – The Walking Dog has specialist Pet Business Insurance anywhere within the UK to cover:
 - Public Liability
 - Liability to animals in our Care Custody & Control
 - Collection & Delivery of animals
 - Dog Walking
 - Pet Minding
 - House Sitting
 - Loss of Client's keys
 - Employer's Liability

A copy of the insurance is available for inspection if required. The Walking Dog strongly recommends the Client take out their own Pet Insurance policy.
2. Police check – all employees of The Walking Dog will undergo a Basic Disclosure as a minimum. A copy of these will be available for inspection if required.
3. Pet First Aid – all employees of The Walking Dog will possess a current Pet First Aid certificate. Copies of these will be available for inspection if required. A pet first aid kit is carried on our van at all times.
4. Consultation – a consultation will be carried out with owners prior to commencing any Dog Walking or Home Visits. This is free and at no obligation. During the consultation The Walking Dog will outline the services provided and advise of the terms of service. Basic details will be recorded and clients will be required to sign to confirm their understanding of the services and terms. The Walking Dog reserves the right to refuse to offer services to a client if we feel their pets may present a danger to ourselves or others. NB The Walking Dog cannot care for animals covered under the Dangerous Wild Animals Act 1976, The Dangerous Dogs Act 1991 and the Dangerous Dog (Amendment) Act 1997.
5. Bookings and Payments – The Walking Dog is happy to accept single as well as multiple / long term bookings. Confirmation of bookings should be made at least one week in advance. Prices will be agreed on booking and payments should be made either before or on the day of service. Payments can be made in cash or Bank transfer. We require 24 hours notice of the cancellation of any bookings otherwise the full service fee will be due for payment. We reserve the right to make regular reviews of fees charged, although any changes to these will be discussed and agreed with you in advance of any further bookings made.



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<u>Dog Walking</u>		<u>1st dog</u>		<u>Each additional dog</u>	
		1 hour	½ hour		
Individual	8.00am to 6.00pm	£16	£10	£8	£5
Household	Monday to Friday Evenings, weekends & Bank Holidays	£20	£15	£10	£5
<u>Home Visits</u>		<u>1st dog</u>		<u>Each additional dog</u>	
Pop in	8.00am to 6.00pm	£5		£2.50	
Pop in & Play	Monday to Friday	£10		£2.50	

6. Dog Walking –

- The Walking Dog undertakes individual household walks only. These will involve only dogs from the client’s own household with the exception of our own dog(s), but only with the full consent of the client.
- A maximum of four household dogs will be walked together at any one time. We reserve the right to walk household dogs separately if we deem them unsuitable to be walked together – this will then incur charges for each separate walk.
- Dogs will be walked on a lead at all times unless authorised by the client and in circumstances we judge to be safe.
- In line with The Clean Neighbourhoods and Environment Act 2005, The Walking Dog will pick up dog faeces and dispose of appropriately.
- All dogs will be required to wear an ID tag as it is compulsory for any dog in a public place to wear a collar with name, address including postcode of owner engraved or written on it whether the dog(s) is micro chipped or not (Control of Dogs Order 1992).
- The Walking Dog is not responsible for injury or damage caused or incurred by pet escaping because of faulty or ill-fitting lead / collar.
- Dogs will only be walked on Public Rights of Way, unless we have first obtained the landowners express permission to access their land.

7. Bad Weather –

- Generally we will walk in all weathers, however we reserve the right to cut walks short if weather conditions are extreme or present a danger to the dogs or ourselves e.g. snow blizzards or blinding rain. We will use the remainder of any time to ensure your dog is thoroughly dried off and undertake appropriate indoor activities.
- If we are unable to reach your property due to weather conditions e.g. deep snow or flooding, we reserve the right to cancel any bookings at short notice. We will however contact you to advise and to arrange rebooking or a refund where appropriate.



8. Emergencies – in the event of an emergency:

- The Walking Dog will make every effort to contact the owners or an agreed third party. In the eventuality this is not possible The Walking Dog reserves the right to make decisions in regard to your pet's health providing it is at all times acting in the best interests of the pet and on the advice of a veterinary surgeon.
- If the pet becomes ill, injured, or in need of veterinary attention, then The Walking Dog will make every effort to contact the pet's regular Vet, as specified in the Consultation. In the event they are not available then The Walking Dog reserves the right to contact an alternative Veterinary practise for consultation and treatment.
- The Walking Dog cannot be held responsible for the results of the veterinary treatment or loss of pet.
- The Owner is responsible for the immediate settlement of any fees incurred either directly with the veterinary practise or The Walking Dog.

9. Information about your pets – to ensure The Walking Dog has the relevant knowledge to be able to care for your pet owners must advise of the following points. Failure to do so could null and void any insurance cover and cause the dog(s) to be unsuitable for our services.

- The Walking Dog must be told of any traits or characteristics including:
 - i. Behavioural e.g. aggression, excess barking or whining, incontinence, lack of house or obedience training, etc
 - ii. Health problems – both current and pre-existing – including physical, medical, infection or disability
- All dogs must also be up to date with Vaccinations, worming, flea, tick and mite treatments.

10. Client's home and keys -

- Where required the Client authorises The Walking Dog to visit and enter their property in order to carry out agreed services on pre-arranged dates.
- Client's house keys will be kept safe at all time and cannot be identified with an individual property.
- The Walking Dog cannot be held responsible for the security of the premises or any loss if others have access to the property during the term of the service agreement.
- The Walking Dog cannot be held responsible for any damage caused to the property by the owner's dog whether during a service visit or not.

11. Data Protection – in line with the Data Protection Act 1998, the Privacy and Electronic Communication regulations 2003 and the General Data Protection Regulation 2018, client information will remain safe, private and confidential, and will not be shared with any other business or organisation. We do however reserve the right to share your information with the Emergency Services and Veterinary Surgeon in case of accidents.



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