

TheDogfatherWorcester

TheDogFatherWorcester must be prepared for any eventuality however unlikely, and our Terms and Conditions of Service are noted below. These are for our clients' benefit as well as TheDogFatherWorcester. These Terms & Conditions form part of your booking agreement with us.

TERMS & CONDITIONS

- Before confirming any booking, TheDogFatherWorcester will arrange to visit you and your pet to understand your specific requirements and to meet your pet. This initial meeting is free of charge and will provide us with useful information on your pet's behaviour, likes and dislikes. It also gives you a chance to meet us and ask any questions about our services.
- TheDogFatherWorcester will provide services using positive methods and all animals will be treated in a kind, considerate and caring manner. TheDogFatherWorcester will not tolerate animal abuse at any level. TheDogFatherWorcester reserves the right to use its best judgement in the care of any animal in its custody and will be held blameless for consequences related to any such decisions.
- Services provided by TheDogFatherWorcester will be provided by the owners Eddy or Tania Morris. TheDogFatherWorcester do not employ additional staff to care for any animals whilst under the care of this business.
- TheDogFatherWorcester is covered for public liability up to £3m. All reasonable efforts will be made to ensure the safety, custody and control of animals in our care. However, TheDogFatherWorcester cannot be held liable for any injury incurred or sustained, which is out of our control. In the event of death or injury to a dog as a result of our actions, TheDogFatherWorcester are insured to a maximum of £1,250. No further liability will be accepted by us.
- Full payment will be required at the time of booking. In cases of an ongoing Agreement, all fees must be paid **one week in advance**. Should you wish to cancel our services, TheDogFatherWorcester will require seven days' notice. Any payment for cancelled services will be refunded in full providing seven days' notice is given. For cancellation of services giving less than seven days' notice, any payments made will be non-refundable.
- The owner will be required to sign a copy of our Dog/Pets Services Booking Form of which these Terms and Conditions fall part of prior to any services being undertaken. The owner needs to complete the booking form accurately, giving details of any notable behavioural issues their pet may have including phobias, a history of biting, fears, dislikes etc.
- If you own a reactive dog (i.e, is likely to lunge at other dogs or has the potential to cause injury or harm to any dog or person) **this must be stated on the booking form**. This does not mean TheDogFatherWorcester will refuse you service, as TheDogFatherWorcester are very experienced with reactive dogs, however TheDogFatherWorcester can be prepared to deal with your dog safely and in a controlled environment. Failure to disclose this will be a breach of our Agreement and this Agreement may be cancelled. Any fees paid will not be refundable. Reactive dogs MUST be walked individually for the safety of any other dogs in our care.
- You will be required to provide details of your pet insurance company (if applicable) and vet. TheDogFatherWorcester will not be held liable for any veterinary fee and/or death as a result of any illness or condition whilst in our care, custody and control. If your pet has any medical condition or illness, this MUST be stated on the booking form. In the case of an emergency, every effort will be made to contact the owner immediately. An emergency contact number must be provided on our booking form. Should the unlikely event where any veterinary advice or treatment be deemed necessary whilst in the custody or care of TheDogFatherWorcester, the owner agrees to be responsible for any resultant veterinary costs incurred. TheDogFatherWorcester reserves the right to seek emergency veterinary treatment for any animal whilst in our care should TheDogFatherWorcester deem it necessary for the welfare of the animal.

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- TheDogFatherWorcester requires all dogs to be microchipped, have up to date vaccinations and to be regularly flea and worm treated, for the welfare of all dogs whilst in our care.
- Please ensure that your dog is wearing a collar and identity tag. In addition, TheDogFatherWorcester will apply its own identity tag whilst providing our services, giving an emergency contact number. TheDogFatherWorcester are insured for loss by theft or straying in transit or whilst in our care. Please ensure your dog's collar and or harness is in a good condition and fitted correctly, to assist us in ensuring your dog's safety.
- TheDogFatherWorcester will not walk groups of more than 3 dogs at any one time, however whilst full care and attention will be given, please be aware that incidents can occur.
- TheDogFatherWorcester will not group walk bitches in season. Bitches in season must be walked individually.
- All dogs will be walked on a leash **unless express permission** has been granted by the owner and the owner can guarantee a good recall. TheDogFatherWorcester reserves the right to keep dogs on a leash should TheDogFatherWorcester feel it is necessary for the safety and welfare of the dog whilst under our care.
- All dogs will be left with plenty of fresh water after their walk, be dried if wet and paws cleaned prior to us leaving.
- Whilst TheDogFatherWorcester is at your premises, should your dog escape from your garden due to inadequate or damaged fencing, TheDogFatherWorcester will contact the owner immediately and every attempt made to recover your dog. TheDogFatherWorcester will not be held liable or responsible for any loss, accident or death of a dog due to inadequate or damaged fencing at the Owner's property. The owner must make TheDogFatherWorcester aware of any issues with garden fencing on the booking form.
- TheDogFatherWorcester offer a key holding facility for regular visits, free of charge and keys should be provided to us at the time of booking. All keys will be returned at the end of our Agreement. Should you wish to leave keys with a neighbour or in a safe place for collection, then TheDogFatherWorcester will not be held liable should your property be subject to any un-authorized entrance, damage or theft therefrom. TheDogFatherWorcester are insured with PetPlan Sanctuary against the Loss or Theft of Keys. Clients details will not be held in the same location as their keys and keys will be stored in a safe when not in use. Doors will be securely locked on entering and leaving your property.
- Should it be necessary for us to cancel a service or alter the times of an appointment, TheDogFatherWorcester will provide you with one week's notice. TheDogFatherWorcester also reserves the right to cut short a walk if it is in the best interests of the dog due to weather conditions (extreme heat or cold), injury, mobility problems or age of your dog. Your dog's welfare will always be our primary concern.
- TheDogFatherWorcester offers a text update service for owners and are happy to take pictures of your pet whilst in our care which may be used on our website or on social media for the purpose of this business only. If you prefer us not to publish any photographs of your pet, then this must be stated on the booking form.
- TheDogFatherWorcester reserves the right to refuse service.