



Terms & Conditions

The client agrees to provide full and honest information to Woof Woof Walkies about their pet(s) during the initial booking process. Behaviour which may negatively impact employees of Woof Woof Walkies or their premises should be disclosed at the time of booking. These include but are not limited to excessive barking, aggression, incontinence, separation anxiety, destructive behaviour, straying and phobias.

The client agrees that if their pet(s) cause harm to another animal or person, including any representative of Woof Woof Walkies, and this results in injury to either an animal or person, they will be responsible for any expense incurred as a result. This includes but is not limited to, payment of veterinary fees incurred as a result of any injuries to another animal caused by your pet.

Clients agree to an introductory meeting to allow a representative from Woof Woof Walkies to meet the pet(s) and discuss all aspects of care. This meeting will take place in the client's home by arrangement and is provided free of charge.

Delivery and collection dates, and agreed times, must be adhered to. If you are unavoidably delayed you must contact Woof Woof Walkies as soon as possible in order to discuss alternative arrangements.

The client agrees that if insufficient food or other supplies provided do not cover the full duration of their pet's stay, the cost of purchasing additional supplies will be payable on the collection of your pet(s).

The client must inform their veterinarian that Woof Woof Walkies will be caring for their pet(s) while they are away (or at work) and if possible arrange for bank card details to be held, should any emergency treatment require payment in their absence. Please note, any veterinary fees that are incurred by your pet(s) and that have been paid for by Woof Woof Walkies, must be reimbursed in full on your return.

If an emergency arises, Woof Woof Walkies will make every effort to contact their client. Where time is of the essence, the client authorises Woof Woof Walkies to seek veterinary attention at the nearest veterinary practice. The client agrees to reimburse in full, for any services rendered by a veterinarian in accordance with the owners wishes as stated and signed in the veterinary release form.

Unless otherwise agreed, client's dog(s) will be exercised wearing either a harness or collar and lead. Where a client is happy that their dog(s) is allowed to run free off the lead, they must be willing to sign an off the lead disclaimer, under which the client agrees to accept responsibility for accident, injury or loss, caused by or to their dog(s).

In the event of any serious accident or illness occurring to any member of Woof Woof Walkies, the client accepts that alternative emergency cover will be arranged for their pet(s). Any alternative cover arranged will be discussed with the client, wherever possible. Woof Woof Walkies will make every effort to ensure the emergency boarding arrangements remain at the same location.

When a period of more than one month elapses between a booking confirmation and the commencement of service, the client must ensure that Woof Woof Walkies are informed of any changes made to the pet's health, routine or care. This can either be done via email or sent in writing to Woof Woof Walkies.

Love and care when you're not there.

Woof Woof Walkies, 19 Longbank Road Ayr KA7 4SA
tel. 01292 441965 | email. info@woofwoofwalkies.com
web. www.woofwoofwalkies.com

It is the client's responsibility to ensure, where applicable that all pets are vaccinated (dogs must also be vaccinated against kennel cough) wormed and treated for fleas /tics prior to boarding. Woof Woof Walkies reserves the right to decline to accept any pet that arrives for boarding looking visibly unwell.

The client authorises the signed contract to be valid approval for all future services, therefore allowing Woof Woof Walkies Walkies to accept future bookings without additional signed contracts or authorisation. By signing this document, you (the client) is confirming you have read in full, the above Terms and Conditions.

Clients signature:	Date
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