



## Terms & Conditions

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The client agrees to provide full and honest information to Woof Woof Walkies in relation to their pet's behaviour and overall health 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. In addition, it is a requirement for clients to share with us any known health condition/concerns during the initial booking process.

Should your pet's behaviour or health change between the booking process and the date in which the service commences, it is the client's full responsibility to update Woof Woof Walkies with these changes.

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

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

Delivery and collection dates plus agreed times, must be adhered to. If you, the client is 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 home boarding stay, the cost of purchasing additional supplies will be reimbursed in full to Woof Woof Walkies on their return.

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, will be added to your final invoice and should be settled in full at the time you collect your pet(s).

As a company, Woof Woof Walkies have chosen not put a restriction on the age of pets they accept, therefore, you (the client) accept that should your elderly pet take ill or die (this includes being euthanised on veterinary advice) whilst in the care of Woof Woof Walkies, you (the client) agrees and accepts that every possible care for the welfare of your pet was taken by Woof Woof Walkies and therefore you will not hold Woof Woof Walkies responsible for the final outcome. Any costs incurred in relation to this, be it veterinary fees or any others will be the responsibility of the client. These costs should be paid to the relevant party (on occasions, this may be Woof Woof Walkies) and settled in full the same day unless you, the client is on holiday - if this is the case, they should be settled immediately 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 and authorises the necessary treatment recommended by the veterinarian - this may include euthanasia should the veterinarian feel this is the necessary and required course of action to follow. The client agrees to reimburse Woof Woof Walkies in full, for all treatment costs carried out by the veterinarian.

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*Love and care when you're not there.*

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 the off lead disclaimer within the dog walking contract, under which the client agrees to accept full responsibility for any 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, where possible, 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. Please be aware however if alternative emergency cover cannot be put in place, Woof Woof Walkies may have no alternative but to cancel the booking, without notice.

When a period of more than one month elapses between a booking confirmation and the commencement of your chosen service, the client must ensure that Woof Woof Walkies are informed of any changes to their pet's health, routine or care plan.

It is the client's responsibility to ensure, where applicable that all pets are kept up to date with vaccinations (dogs must be vaccinated against kennel cough), worming and also treated regularly for fleas/ticks. Woof Woof Walkies reserves the right to decline to accept any pet that arrives at Woof Woof Walkies premises looking visibly ill.

Woof Woof Walkies use social media as a form of advertising their business, therefore you, (the client) confirm you have no objections to this, nor have you any objections to photographs of your pet(s) being taken and used for social media and advertising purposes.

The client authorises and agrees to any existing signed contracts being valid approval for all future services booked, thus allowing Woof Woof Walkies to accept all future bookings without additional signed contracts or terms and conditions. By signing this document, you (the client) is confirming you have read, fully understood and agree to the above Terms and Conditions.

Clients signature: ..... Date .....