



Ash House
26 Cock Pit Close
North Stainley
Ripon HG43HY

Tel: 07925 330215
Email: info@dogsndales.co.uk
Web: www.dogsndales.co.uk

Terms and Conditions

The Contract

Agreement to provide dog walking services will only be given following a satisfactory interview with the client and assessment of the dog(s).

Definitions:

'The client' or you means the owner of the dog named on the agreement.

'Dogs 'N' Dales means the company and its representatives and 'we' and 'us' shall be construed accordingly.

'Pet' means the named dog registered with the company for services.

The Management representative of company is Lynne Furlong.

Our commitment to you:

. Our dog walking service includes collecting and returning pets to their home (we will always ensure that they are rubbed down and paws cleaned before entering the house and leave fresh water available).

. Dogs will only be allowed to roam or let off their lead while out of doors with the owner's permission.

. Dogs 'N' Dales will check home security and take in mail as part of our regular dog walking service.

. Dogs 'N' Dales will make every effort to safeguard the security of your property and ensure the well being of your dog however we will not be held liable for any theft or damage to your property or illness/injury to your pet unless we can be shown to be negligent.

. Dogs 'N'Dales will agree walk times with clients but there will always be a one hour window of time allowed to pick up and drop off your dog i.e 10.30am pick up can mean any time between 9.30am to 11.30am.

. Your dog may be walked by any member of Dogs 'N' Dales walking team.

. Every member of our team is first aid trained and carries a first aid kit with them when on dog service duty.

. We take no responsibility for bitches in season, but will do home visits twice a day.

Clients commitment:

. Clients must ensure that the Dogs 'N'Dales identity tag is worn by their pet at all times.

. Clients will provide all food, medication and other facilities necessary for the comfort and well being of their dog.

. Clients must adequately insure their pet(s) with reputable insurance company. We will not be held liable for any damage or injury caused by your dog.

. Clients will be held responsible for any damage caused by their dog(s) to the property of Dogs 'N' Dales.

. Clients must ensure that their dog(s) is fully vaccinated and has up to date flea and worm treatment.

Exceptional Circumstances

. Dogs 'N' Dales will not care for acutely ill dogs or those with uncontrollable medical conditions such as epilepsy unless by prior agreement with the client.

. Dogs 'N' Dales reserve the right to deny service or terminate service because of safety concerns, financial concerns or inappropriate or uncomfortable conditions.

. Should a pet be taken ill or be injured whilst in the care of Dogs 'N' Dales they will be taken to the clients vet (see fees and charges).

Notice Periods

- . Clients must book dog exercise services giving a minimum of 1 days notice.
- . Clients who cancel may be liable for a cancellation fee (fees and charges) should less than 24 hours notice be given to cancel a dog walk.
- . Clients must give a minimum of one week's notice if the arrangement for services is to be terminated.

Fees and Charges

- . If your dog is taken to the vet by a representative of Dogs 'N' Dales due to illness or injury then the fee will be paid by the company and the client will be liable for reimbursing the company.
- . All cancellations by clients will be subject to a 50% cancellation fee if less than 24 hours notice is given unless there have been exceptional circumstances.
- . If the client fails to be at home to allow access to the pet if they have not given permission for the company to have a key to the house then a full fee will be charged if access is unobtainable after a reasonable waiting time (10 minutes). If we have to keep the dog for the next walk on our return an additional charge may be made.
- . Acceptance of the services of Dogs 'N' Dales is deemed acceptance of our terms and conditions and agreement to pay invoices within one week.
- . Fees are charged at the rate of;
 - . £10 (inc VAT) for one dog per one hour walk.
 - . £16 (inc VAT) for two dogs from the same client for one hour walk.
 - . £24 (inc VAT) for three dogs from the same client for one hour walk.
 - . £9 (inc VAT) for one dog per 30 minute walk or home visit.
- . Weekend rates – time and a half.
- . Bank holidays - £17 for one dog, £24 for two dogs.

By signing this document you are agreeing to the terms and conditions outlined, agreeing to release your keys so that your pet can be picked up and dropped off in your absence or that you agree to be at the home to hand over your pet to a member of the team. In addition we ask your permission to take photographs of your dog whilst out on walks for publicity purposes and in the event of an

emergency we have permission to take your dog to be treated by your own vet (see two documents below).

Security details

I (the client) release my house keys to Lynne Furlong on behalf of Dogs 'N' Dales for the duration of the contract. Should I wish to terminate this contract I will give not less than one week's notice and expect my keys to be returned to me on the final day of the contract.

Or

I will be at home at the time of the commencement of the service and have no need for my keys to be held. I am aware that I will be charged a full fee if access is unobtainable after the waiting time (10 minutes).

I have read and understand the terms and conditions of the contract.

Name of Client -

Name of Pet -

Signature of Client -

Date -

Permission Slip

I,

Owner of.....

Give my permission for Dogs 'N' Dales to take photographs of my dog (s) when out on walks.

Signature.....

Date.....

Veterinary Authorisation Details

Veterinary Surgery -

Address -

Telephone number -

To whom it may concern

In my absence Dogs 'N' Dales will be caring for my dog(s) and has my permission to transport them to your surgery for treatment. I authorize you to treat my dog(s) and I will be responsible for payment to you.

I hereby give Dogs 'N' Dales permission to transport my dog(s) to the above mentioned veterinary surgeon. I understand the Dogs 'N' Dales assumes no responsibility for the loss of the dog(s) and is released from all liability related to transportation, treatment and expense.

Client signature -

Client name -