

GENERAL

Use of the services of PAD & Co Dog Walking will be deemed acceptance of the following terms and conditions whether verbally or in writing.

We agree to provide a dog walker in accordance with the details provided by you. You have the option to meet your walker, discuss any queries and be satisfied with the suitability and integrity of the walker provided.

We will charge you for the services as quoted and will endeavour to continue to provide services should the original walker be taken ill or be unable to continue with services as agreed.

If you wish to terminate your services with PAD & Co we require 78 hours notice.

We reserve the right to amend these terms and conditions of business and in doing so will notify you in writing.

All dogs will be exercised on a lead unless you have agreed using the registration form for us to walk them off the lead.

All dogs being walked will undergo a trial period to ensure that they are adequately trained and socialised.

If dogs require towelling off after walks, towels must be provided by you.

You must inform us of any behavioural problems using the registration form. Failure to do so may result in additional charges or cancellation of services.

You must provide all items necessary for pets to be adequately cared for in your absence (food, lead etc.). Should pets require any additional supplies whilst in our care, these will be purchased and an invoice will be sent to you.

We reserve the right to cancel a booking/contract at any time and with immediate effect if the dog does not respond well to the walker and/or other dogs.

The walker will apply personal judgement and cut a walk short if necessary because of extreme weather conditions (i.e. heat, thunderstorms) for the safety of the dog and the walker.

If we need to shorten a walk due to an emergency, you will be informed and invoiced with a refund added.

We have the right to refuse to walk female dogs (bitches) during a season. We will not be held responsible for any dog (bitch) becoming pregnant in any circumstance or any other repercussions of mating having taken place.

We will not be held responsible for complete males taking part in mating or following the scent of a female in season. We will not be held liable for any male dog mating, following a scent or repercussions of mating having taken place.

We reserve the right to only walk dogs that have been micro-chipped for identification purposes and have a clear identification tag in line with, 'The Control Of Dogs Order 1992'

PAYMENTS

All services are paid for at time of booking, should an invoice be sent for additional services please see below.

You are responsible for settling a PAD & Co Dog Walking invoice for services within 5 days of receiving an invoice unless otherwise agreed.

Failure to pay within 5 days could result in any booked walks being cancelled until payment is received. Payment may be made by cash, bank transfer (BACS) or using our online payment system.

Where payment is not received in accordance with these terms and conditions, we reserve the right not to proceed with any previously agreed arrangements.

Any cancellations made after Sundays, cut off point, on bookings for the following week are none refundable.

If your dog is unwell, you must contact us prior to the start of the booked appointment to discuss whether it is appropriate to go ahead with the appointment.

We may cancel a booking at a short notice due to an emergency. We will inform you at the first opportunity and you will be refunded for cancelled bookings.

INSURANCE

All reasonable care is taken to ensure the integrity, suitability and competence of our walkers. In order to ensure peace of mind for our clients we have Public Liability insurance.

Our insurance only covers the walker when working on an assignment for PAD & Co Dog Walking and for the duration and times of the selected service.

Our insurance also covers care, custody and control of pets. In the event of a serious injury to an animal in our care, a claim may be made using our policy. You may not claim for any animal illnesses or medical conditions. You are initially responsible for any veterinary bills whilst pets are in our care.

All dogs are required by law to have an identification tag and collar displaying the owner's name and address. PAD & Co Dog Walking reserves the right not to walk dogs without the correct identification in place.

We will care for your animal as you would, and whilst we make every effort to ensure your pet is well looked after in your absence, we cannot be held liable for the death of a pet due to illness or old age or a pre-existing medical condition.

VETERINARY

Dogs must be up to date with all worm and flea treatments.

Dogs must be fully inoculated and proof of vaccinations may be required.

All efforts will be made to contact you in the event of an emergency. It is also recommended that you provide us with emergency contact information of a trusted third party. However, we reserve the right to make decisions regarding your dog's health, acting in the best interest of your dog and on advice from a

veterinary surgeon.

You are required to provide us with your dog's veterinary name, address and phone number. Please include this information in the registration form provided.

SECURITY

We recommend the purchase of a secure key safe at your property so our walkers can gain access to your home in your absence and walk/care for your pet.

Where applicable, you will release the key to your home to PAD & Co Dog Walking. You may revoke this release at any time and the keys will be returned to you immediately upon such revocation.

Keys will be kept in a safe and secure place with no potentially identifying personal details attached.

Your details will only be used within PAD & Co Dog Walking to carry out pet services required by you.