



Terms and Conditions

General

All customers will be deemed to have read Robbie's Dog Walking's Policies and Procedures and accepted Robbie's Dog Walking terms and conditions (as laid out here) on signature of the contract.

Robbie's Dog Walking will not confirm any booking until a consultation has been carried out with the customer and the contract, with full details of customer requirements, has been signed by the customer.

Full payment for services (agreed either at time of booking or subsequently) is to be made within 7 days or by the date specified on the invoice (for dog walking customers) via cash, cheque or bank transfer. If payment is not made within this time 2.5% of the total bill will be added for each day that payment is overdue.

The customer will supply suitable collars or harnesses and leads [and when necessary muzzles] for the dog and any coats or other accessories which the customer wishes to be used. Robbie's Dog Walking will be entitled to refuse to walk the dog/s if a suitable collar or harness and lead [and muzzle] is not provided and to be paid in full as though that walk had taken place.

The customer must provide Robbie's Dog Walking with the name and contact number of someone capable of making a decision relating to the pet(s) in an emergency. If the contact is not available Robbie's Dog Walking reserves the right to consult with a veterinary surgeon and then make a decision which is in the best interests of the animal.

The customer is responsible for any veterinary bills, no matter how they are incurred, whilst pets are in the care of Robbie's Dog Walking.

The customer will provide complete Robbie's Dog Walking with details of the dog/s's inoculations.

The customer will fully inform Robbie's Dog Walking of any characteristics of the dog/s which needs to be known for handling and care of the dog/s. Robbie's Dog Walking must be alerted to any behavioural problems with their pets at the time of booking. Failure to do so may result in additional charges or cancellation of any future contract.

Robbie's Dog Walking will care for your animal as you would, and whilst we will make every effort to ensure your pet is well looked after in your absence, Robbie's Dog Walking cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.

Dog Walking

All dogs being exercised must be fully vaccinated and be on a regular flea and worm control regime.

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

Robbie's Dog Walking reserves the right to cancel the contract at any time & with immediate effect if the dog does not respond well to the walker and/or other dogs.

Cancellations - for cancellations of walks for a period of 1 week or more, one month's notice is required. For cancellations of 1 or 2 walks in a week requires 48 hours' notice minimum. If the required notice is not given then charges will be applied in full for the cancelled period.

All dogs will be exercised on a lead unless prior agreement has been reached with Robbie's Dog Walking and a disclaimer form has been signed.

The walker will apply personal judgment and cut short a walk if necessary, because of extreme weather conditions (i.e., heat, thunder storms) for the safety of both the dogs and the walker.

If dogs require quick towelling off after walks, towels must be provided and left by the front door.





Robbie's Dog Walking will walk the dog/s for not less than the time agreed and/or on other occasions by arrangement.

Robbie's Dog Walking reserves the right to walk other dogs at the same time, but the total number of dogs walked with one person at one time will not exceed six [6].

Robbie's Dog Walking will provide this service either personally or by a person appointed by or working under our instructions. For dog walking bookings, we are not responsible for feeding or watering the dog/s unless otherwise contractually agreed.

Robbie's Dog Walking will inform the customer of any incident or anything which Robbie's Dog Walking notices about the dog/s, which as dog owners the customer ought to know.

Robbie's Dog Walking will take care, so far as is practicable, that the dog/s is not a nuisance or danger to any one, or any other animals, and that no harm comes to it. Robbie's Dog Walking will supply plastic bags and use them on all walks to remove the dog/s's faeces and ensure that the dog/s does not foul any public or private place.

Pet Sitting

For pet sitting bookings, the customer will give Robbie's Dog Walking a key to the place where the pet/s are kept. Robbie's Dog Walking will use the key to sit for the pets and for no other purpose and will keep it safe, not let anyone else have it, not copy it and will return it to the customer on demand. If it is necessary for keys to be picked up or dropped off in order to complete an assignment charges may be applied for each trip.

Robbie's Dog Walking will make adequate steps to ensure your home is safe and secure in your absence; however, Robbie's Dog Walking cannot be held responsible for any burglaries or accidents caused by your pet(s).

The customer must provide all items necessary for your pet to be adequately cared for in the customer's absence (i.e. bedding, food, medication, leads, tags, collars etc).

Pet Boarding

To secure your booking we require a 50% non-refundable deposit. Should the dog's stay be cancelled less than 10 days prior to admission, full payment will be due.

Robbie's Dog Walking takes great pride in the care of any animal in their charge, however, they cannot be held responsible for any loss, accident, injury or death caused to any animal whilst in their care. We do request an initial familiarisation/introductory meeting to go through the booking form and assess temperament. We will also go through our Policy & Procedures with you at that time.

The customer agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if their dog should bite another animal.

The customer acknowledges that other pets will be on the property at the same time as your dog. This will include the owner's two Labradors and two cats. The customer gives permission for their dog to be boarded with resident pets.

Robbie's Dog Walking will not accept bookings from unsplayed bitches. Unneutered males are accepted at our discretion, provided they do not show aggression towards other dogs or people. The customer agrees that on booking services for your dog(s) that they have represented that the dog(s) have not shown aggression or caused harm, or threatening behaviour to any individual and/or any pet(s), and agrees to contact the provider as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or pet(s).





If the customer's dog(s), whilst being boarded, shows aggressive tendencies towards Robbie's Dog Walking staff or their family, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the customer agrees that he/she be placed either with the emergency contact or in a boarding kennel, until the customer returns, and this will be subject to a transfer charge.

Health: All dogs must be in good health. Owners will certify their dog(s) are in good health and have not been ill with a communicable condition in the last 30 days. Upon admission, all dogs must be free from any condition which could potentially jeopardize other pets. Dogs that have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted or readmitted.

Any conditions requiring the administration of medicine to the dog/s must be fully discussed with us. Dosage rates etc. should be given to us in writing before their stay. Any changes in medication required must be communicated to us in a timely manner.

Safety: In order to maintain a safe play environment for the dogs, any dog that misbehaves will be given a time-out from the group play area. Because excessive barking can escalate the intensity of the pack dynamic, we reserve the right to use water spray bottles, shaker cans, garden hose, whistle, and noise can if we feel it is necessary.

Pet Taxi

All bookings are subject to a 50% non-refundable deposit payable in advance. Any cancellations must be made at least 48 hrs in advance or the full rate will be charged.

If taxi service is required to a veterinary appointment, the customer must notify the veterinary surgery that Robbie's Dog Walking will be attending the appointment on their behalf and ensure that arrangements for payment have been made with the vet.

Any owner wishing to accompany Robbie's Dog Walking whilst an animal is being transported accepts that they do so at their own risk and that Robbie's Dog Walking does not accept any liability for any accident, injury or delay incurred during transportation.

Privacy Policy

All customers' information is kept private and confidential. Robbie's Dog Walking highly respects our customers' entrusting us with the care of their pets. All our records will be stored in compliance with the Data Protection Act 2018.

Insurance

All reasonable care is taken to ensure the integrity and suitability of the care provided. Robbie's Dog Walking has valid public liability insurance, for the peace of mind of its customers. The insurance only covers the carer when working for Robbie's Dog Walking, for the duration of the selected service, and only for services arranged with Robbie's Dog Walking. We recommend that you purchase your own separate pet insurance.

Liability

Robbie's Dog Walking shall not be liable to the customer or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of its obligations in relation to the services, if the delay or failure was due to any cause beyond the Robbie's Dog Walking's reasonable control.





TO BE COMPLETED AND SIGNED

This signed document is an agreement between Robbie's Dog Walking and the customer

These conditions and the booking form constitute the entire agreement between the customer and Robbie's Dog Walking and supersede any previous agreement between them.

I authorise Robbie's Dog Walking to carry out pet services as outlined in the forms that I have completed and submitted. I agree that all of the completed information sheets and forms provided in association with this document are true to the best of my knowledge and may be used by the pet service provided when needed.

Robbie's Dog Walking reserves the right to terminate this contract at any time, at its sole discretion; likewise, I may terminate the contract at any time. Notice must be given in writing by either party wishing to terminate the contract.

Robbie's Dog Walking agrees to provide the services stated in this agreement and supporting documents in a reliable, caring and trustworthy manner. In consideration of these services, and as an express condition thereof, I expressly waive and relinquish any or all claims against Robbie's Dog Walking, its employees or assigns.

I will be responsible for all medical expenses and damages resulting from an injury to the pet sitter/boarder/walker or other persons by my pet. I agree to indemnify and hold harmless Robbie's Dog Walking in the event of a claim by any person injured by my pet.

Fees are earned upon acceptance of agreement and are due as outlined in attached Terms and Conditions.

I authorise Robbie's Dog Walking to obtain any emergency veterinary care that may be necessary during the time spent with my pet. I accept responsibility for any charges related to this emergency care. I authorise Robbie's Dog Walking to utilise an alternative veterinarian in the event that my primary veterinarian is unavailable. I have completed the Vet Release Form. Every effort will be made to contact the owner prior to emergency care. I agree to reimburse Robbie's Dog Walking for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, parasite removal or supplies.

I confirm that all vaccinations, licences, and any other lawful requirement for this service are current and that the Kennel Cough vaccine has not been administered within 2 weeks of boarding.

I consent to my pet taking part in outdoor activities, including walking, with other pets in the care of Robbie's Dog Walking, including their own pets. *(delete if required)*

I consent to my pet boarding with other pets, including Robbie's Dog Walking's own pets. This may include shared sleeping/feeding zones but only if my pet is comfortable with this. *(delete if required)*

I do/do not consent to my dog being walked off-lead. *(delete as applicable)*

I authorise this contract to be valid approval for all future services so as to permit Robbie's Dog Walking to accept my telephone/email reservations and enter my premises at mutually arranged times without additional signed contracts or written authorisation.

I have completed and signed required Veterinary Release Forms.

I have read and agree to the Policies and Procedures and Terms & Conditions, which are part of this Agreement. I am aware that I shall keep a signed copy for my records.

Signed _____

Date _____

Customer

Signed _____

Date _____

Robbie's Dog Walking

